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## **RFP NO. ICS-FY-98-24**

# **SERVICES TO PLAN THE PROCUREMENT AND IMPLEMENTATION OF A DISASTER RECOVERY PLAN FOR THE CENTRAL COMPUTING SITE OF THE STATE OF HAWAII**

### **SPECIFICATIONS AND APPENDICES**

Questions relating to this proposal solicitation shall be directed to:  
Barbara Tom, telephone (808) 586-1920,  
in the  
Information and Communication Services Division,  
Department of Accounting and General Services,  
1151 Punchbowl Street, Room B10,  
Honolulu, Hawaii 96813.

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## NOTICE TO OFFERORS

PROPOSALS SPECIFICATIONS FOR CONSULTING SERVICES TO PLAN THE PROCUREMENT AND IMPLEMENTATION OF A DISASTER RECOVERY PLAN FOR THE CENTRAL COMPUTING SITE OF THE STATE OF HAWAII, RFP NO. ICS-FY-98-24, are available from, and sealed proposals will be received at the Information and Communication Service Division, Department of Accounting and General Services, 1151 Punchbowl Street, Room B10, Honolulu, Hawaii 96813. Sealed proposals must be submitted no later than 10:00 a.m., June 05, 1998.

Qualified individuals, firms, or corporations that are interested in being considered for the services described in this announcement may obtain specifications for the proposal at the above office. The prospective Offerors who pick up the specifications will be required to sign for the copy of the specifications. Prospective Offerors are required to sign an agreement of non-disclosure for any proprietary material which is necessary for the development of the proposal as documented in the Non-Disclosure Requirements section of the specifications. While making their decision to propose, prospective Offerors should consider that the successful Offeror will be prohibited from bidding on the procurement of the hardware, software and/or services that are recommended at the end of the Design phase as stated in section 3-122-13(E), H.A.R.

Thomas I. Yamashiro, Administrator  
Information and Communication Services Division  
Department of Accounting and General Services  
State of Hawaii

(Honolulu Star Bulletin: May 01, 1998)

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<b>SDM.002</b>	SDM/STRUCTURED TASK LISTS AND WORK-PLANNING CHECKLISTS ...	SDM.2-1
<b>SDM.003</b>	SDM/STRUCTURED DOCUMENTATION & WORK-PLANNING CHECKLISTS	SDM.3-1

**1.1 REQUEST FOR PROPOSALS OVERVIEW**

This Request for Proposals (RFP) is organized into seven sections with supporting appendices:

- |           |  |
|-----------|--|
| Section 1 | INTRODUCTION -- Provides Offerors with general information on the organization and purpose of this RFP, background information on the State's computer system, the State's systems development methodology, and the review of proposals. |
| Section 2 | PROPOSAL SUBMITTAL -- Provides Offerors with a general description of the State's procurement procedure, issuing office, contact persons and significant dates.  |
| Section 3 | PROPOSAL PREPARATION -- Addresses the immediate considerations that the Offeror needs to consider in the preparation of the response to this RFP.  |
| Section 4 | SCOPE OF SERVICES -- Describes the project approach, objectives, scope of work, deliverables, acceptance, and other specifics relating to the terms and conditions under which the work will be performed.                               |
| Section 5 | CONTENTS OF PROPOSAL -- Provides Offerors with the prescribed contents and format that is to be used when submitting the proposal.   |
| Section 6 | PROPOSAL EVALUATION -- Describes how proposals will be evaluated by the State of Hawaii.   |
| Section 7 | GENERAL PROPOSAL REQUIREMENTS AND CONDITIONS -- Describes how the withdrawal of proposals, cost of preparation, contract execution, approvals, and other general conditions are to be handled.   |



**1.2 BACKGROUND INFORMATION**

The State's central computer facility is maintained and operated by the Department of Accounting and General Services (DAGS), Information and Communication Services Division (ICSD), and is located in the State's Kalanimoku Building. It is referred to as the Central Computing Site or the Central Site. DAGS is also referred to in this RFP as 'the Department'.

ICSD is the central information processing and communications services organization for all departments and agencies of the Hawaii State Government. ICSD provides essential data processing, and network and telecommunications services to State departments and agencies. Systems Operations consists of a centralized computing facility and a distributed data communications network which provide comprehensive and efficient computing services to all State client agencies. Production activities associated with electronic information processing need to be directed (prepared, scheduled, and processed) and physical security of equipment, devices and other hardware must be maintained.

Normal State working hours are Monday through Friday, 7:45 a.m. to 4:30 p.m. Hawaiian Standard Time (HST), excluding holidays. The central computing site operates 24 hours a day, continuously, including holidays, excluding scheduled down time for preventive maintenance of the systems. See Appendix J, COMPUTER SOFTWARE AND DEVICE LIST for a listing of the hardware and computer configuration at the Central Computing Site.

The services provided by ICSD include: voice, data, radio, and video communications and networking; operating a central information processing facility; developing information systems; developing technologies such as image processing and facsimile transfer; establishing policies and procedures for integrating these technologies; developing and operating network services such as video conferencing; operating fiber and radio systems for the State; and, developing and maximizing the use of communication and information processing facilities and resources.

ICSD is organized into branches that support the State's Central Computing Site. The branches provide support in the following areas: Systems Services; Systems Networking; Systems Operations; Client Services; Information Resource Management; and User Applications. See Appendix I, ICSD ORGANIZATIONAL CHARTS. The Chief of the ICSD Systems Operations Branch (SOB) and the Chief of the Systems Services Branch (SSB) shall be designated as the Disaster Recovery Plan (DRP) Co-Managers (DRPCM) of the DRP Project. The DRPCM will be the primary liaisons for the State in all official actions and interactions with the Contractor.

The DRP will be workable, testable, and easily and effectively maintainable. ICSD has formed the DRP Project Team to accomplish this, hereafter referred to as the Project Team. The Project Coordinator will be the project leader for the Project Team.

To simplify this RFP for a Contractor, the term "Offeror" used throughout this RFP will refer to individual Contractor or Contractor Firms, as applicable, who submit proposals for this RFP. In an effort to make it easier for Offerors to understand the

acronyms, abbreviations, definitions, and terms used in this RFP, Appendix H, GLOSSARY, has been included. Of particular importance to this RFP is the definition of a disaster.

#### **Definition of a Disaster**

A disaster is any event which causes the computers at the State's Central Computing Site located in the Kalanimoku Building to be unusable for processing critical applications for a period of 72 hours or more.

In an effort to facilitate communication once the contract has been awarded, the Contractor may request that the information be provided on an electronic medium. The State agency that provides the information must be able to easily perform this task without procuring any additional personal computer hardware and software resources. The information will be provided to the Contractor on a 3-1/2 inch diskette formatted for an IBM compatible personal computer. The file layout and format will be mutually agreed upon by the DRPCM and Contractor. The Contractor's request must be first approved by the DRPCM.

### **1.3 PURPOSE OF THIS REQUEST FOR PROPOSALS**

This RFP solicits a Contractor to design and develop a Disaster Recovery Plan (DRP) for the State's Central Computing Site and to plan for the procurement and implementation of that plan. The DRP shall not address equipment, programs, software, data, or computers that are under the operational control of agencies other than ICSD. The DRP is for the ICSD. Departments and agencies are responsible for developing their own disaster recovery plans separately from this plan. The departmental or agency disaster recovery plans are not included in this RFP.

The Disaster Recovery consultant services and software solicited will include the following, which are referred to as:

#### **The Master DRP**

- Developing a comprehensive detailed DRP including procedures for the State's Central Computing Site and all other involved personnel.
- Developing a detailed test plan including procedures for the DRP. The first execution of the test plan will occur during this DRP project. Hereafter, it is called the Acceptance Test for the DRP. See Section 4.7, ACCEPTANCE PROCEDURE. It will be performed at the DRP Contractor's Hotsite Acceptance Test facility. The Central Computing Site will be the Coldsite recovery facility. The Contractor, in conjunction with the DRPCM, will evaluate the execution and performance of the Acceptance Test of the DRP. The Acceptance Test will certify that the DRP is workable and implementable.
- Training selected staff to be able to implement DRP and to execute the Acceptance Test using procedures developed by the Contractor.
- Providing software that will allow ICSD to effectively and efficiently maintain all procedures, lists, inventories, databases, data, and other

information associated with the DRP. The software will have the capability to further develop and document partial recovery scenarios.

- Preparing for procurement of Hotsite and Coldsite subscription services.
- Monitoring the implementation of Hotsite and Coldsite Disaster Recovery services.

## **1.4 TYPES OF CRITICAL SYSTEMS**

The Central Site provides computing services for State department and agency application systems. This site is the facility at which the majority of information processing for critical systems is performed. ICSD User Application Branches provide programming support and maintenance for many of the State's production application systems. Other production application systems are processed by ICSD but supported and maintained by their own departmental data processing personnel.

In the event of a disaster, it is imperative that certain computer application systems processed at this site are returned to functionality within a specified time frame. Any major breakdown or interruption of these services for more than 72 hours would seriously impact the capability of many State agencies to continue to provide critical government services to the public. Computer systems which enable or support the ability to provide critical services are known as critical application systems. In order for an application to be considered as critical, it must be in production mode at the Central Site. See Section 4.5.2, CRITICAL APPLICATIONS.

The State has identified the categories into which critical application systems fall. The priorities assigned to those categories are as follows:

- Health, Safety, & Human Services applications have highest priority.
- Money payment financial applications have the next highest priority.
- Non-money payment financial applications have the next.
- Administrative services applications have the next.

### **1.4.1 Health, Safety, and Human Services**

- a. An application system used to protect the health and well being of the State's citizens and employees. For example: health insurance; medical payment systems.
- b. An application system used to minimize endangering of human life and to protect or safeguard citizens. For example: an application system used to identify potential danger to police personnel; an application system used to retrieve criminal court records.
- c. An application system used to support human services that impact public welfare. For example: food stamps; medical payments; welfare, unemployment checks; child care services.

**1.4.2 Financial**

- a. An application system used to generate negotiable instruments for the payment of services and goods provided to the State. For example: Central Warrant Writer system.
- b. An application system used to monitor the State's accounts receivable, accounts payable, or other sensitive financial transactions. For example: Financial Accounting and Management Information System (FAMIS).
- c. An application system that produces documents or records needed for the collection of taxes, fees, federal grants, and federal reimbursements. For example: Comprehensive Net Income Tax system (CNIT).

**1.4.3 Administrative services**

- a. An application system used to produce and maintain licenses issued for the State. For example: Professional and Vocational Licensing system (PVL).
- b. An application system used for registering businesses in the State. For example: Business Registration System (BREGS).

**1.5 SYSTEMS DEVELOPMENT METHODOLOGY**

The State's Executive Branch standard methodology for systems development is SDM/Structured. Development of all tasks encompassed by this RFP must follow the State's Executive Branch standard, SDM/Structured. However, the Offeror may utilize its own standard or proprietary methodology by obtaining authorization from ICSD in writing, see Section 3.2, AUTHORIZATION TO USE ANOTHER METHODOLOGY prior to the Proposal Due Date stated in Section 2.4, SIGNIFICANT DATES.

**1.6 NON-DISCLOSURE REQUIREMENTS**

The State is contractually obligated to protect the proprietary nature of SDM/Structured. Offerors are required to sign a letter of non-disclosure if they wish to schedule to view the SDM/Structured documentation or receive a copy of the documentation. See Appendix F, LETTER OF NON-DISCLOSURE. When the RFP specifications are picked up by a person who is legally authorized to bind the Offeror, the person who is picking them up may also sign a letter of non-disclosure. Doing so allows the State to distribute the proprietary information contained in the following outline documents:

- SDM.001, State Systems Development Life Cycles;
- SDM.002, SDM/Structured Task Lists and Work-Planning Checklists;
- SDM.003, SDM/Structured Documentation & Work-Planning Checklists.

To arrange to view an original of SDM/Structured manuals, Offerors may call the Contact Person (see Section 2.5, ISSUING OFFICER AND CONTACT PERSON).

Offerors who either have had a messenger pick up the specifications or who have downloaded the specifications from the State's web site at [www.hawaii.gov](http://www.hawaii.gov), must execute a letter of non-disclosure in order to be issued the SDM/STRUCTURED documentation outlines. Offerors may use Appendix F, LETTER OF NON-DISCLOSURE, to create their letter of non-disclosure and fax or mail it to the Contact Person (see Section 2.5, ISSUING OFFICER AND CONTACT PERSON). The SDM/Structured documentation outlines will be sent via fax or mailed depending upon how the request was made by the Offeror.

**1.7 PROPOSAL REVIEW COMMITTEE**

The ICSD has appointed a Proposal Review Committee (PRC) which will manage this procurement process, review and evaluate the proposals, and make recommendations to the Department's Issuing Officer regarding the selection of the Contractor. The PRC will be comprised of technical and administrative representatives of ICSD. The PRC will have the full authority, within established legal limits, to make decisions on behalf of the State during the RFP process. When a Contractor is selected and a contract signed, the functions of the PRC will terminate and the PRC will disband. The DRPCM will be constituted to monitor the work and interact with the Contractor.

## 2 PROPOSAL SUBMITTAL

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### 2.1 PROCUREMENT PROCEDURE

This section describes this RFP's procurement process. The process is authorized by and closely follows the process established in Subchapters 5 and 6 of Chapter 3-122, Hawaii Administrative Rules (H.A.R.) implementing Chapter 103D Hawaii Revised Statutes (HRS). All Offerors are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any Offeror shall constitute admission of such knowledge on the part of such Offeror.

The procurement process begins with the issuance of the RFP, followed by the formal response to any written questions or inquiries regarding the RFP. Changes to the RFP will be made on a replacement page basis with modifications or alterations identified by change identifiers (e.g., numbers or letters) along with the revision date. Offerors who plan to use a methodology other than the State's SDM/Structured, must submit a written request.

The next major phase involves the preparation and submission of the Proposal. Each Offeror may submit only one (1) proposal. Alternate proposals will not be accepted. The Proposal must be submitted in a sealed envelope. Each Proposal will be reviewed to determine whether it is in compliance with the RFP's requirements as to form and content. See Section 6.2, PROPOSAL COMPLIANCE REVIEW. Once the Compliance Review is completed, the State will mail Offerors a form letter, as specified in Section 2.4, SIGNIFICANT DATES, to notify them of the results. See Appendix A, FORMS AND LETTERS. Offerors who fail to meet the Compliance Review will be disqualified from further consideration for this project.

DAGS reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in this RFP and which demonstrate an understanding of the problems involved and the scope of work. Any proposal offering any other set of terms and conditions, or terms or conditions contradictory to those included in this RFP, may be disqualified without further notice.

An Offeror will be disqualified and the proposal automatically rejected for any one or more of the following reasons:

- There is evidence of collusion among Offerors, in which case all proposals and Offerors involved in the collusive action will be rejected.
- The Offeror has shown a lack of responsibility and cooperation as demonstrated by past work.
- The proposal shows any noncompliance with applicable law.
- The proposal is conditional, incomplete, or irregular in such a way as to make it incomplete, indefinite, or ambiguous as to its meaning.
- The proposal has any provision reserving the right to accept or reject award, or to enter into an agreement pursuant to an award, or has provisions contrary to those required in the solicitation.

## **2 PROPOSAL SUBMITTAL**

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- The proposal is delivered after the deadline specified in the timetable.

Those Proposals that satisfy the criteria in Section 6.2, PROPOSAL COMPLIANCE REVIEW, shall be classified as "acceptable" and substantively reviewed by the PRC. If there are more than five "acceptable" Offerors, then the PRC shall rank order all the Proposals by issuing preliminary scores for each Proposal. A priority list of all Offerors shall be established. A minimum of three (3) Offerors who received the highest preliminary scores will be designated as the Priority Listed Offerors. The Priority Listed Offerors may be invited to discuss their proposals with the PRC.

Following any discussions, the Priority Listed Offerors will be invited to submit their Best and Final Offer. The PRC reserves the right to have additional rounds of discussions with the Priority Listed Offerors prior to the submission of the Best and Final Offer, should that prove necessary.

After receipt and review of the Best and Final Offers, the PRC will make its recommendation to the Issuing Officer. The Issuing Officer will award the contract to the Offeror whose proposal is determined to be the most advantageous to the State taking into consideration price and the evaluation factors set in Section 6.3, SUBSTANTIVE EVALUATION.

The PRC and the Department reserve the right to determine what is in the best interests of the State for purposes of reviewing proposals submitted in response to this RFP. The PRC will conduct a comprehensive, fair and impartial evaluation of proposals received in response to this procurement effort. The Department also reserves the right to cancel this solicitation or reject offers in whole or in part when it is in the best interest of the purchasing agency as provided in Subchapter 11 of Chapter 3-122, H.A.R.

The RFP and all addenda, and the Proposal will become a part of the contract. Appendix G, ADDENDUM LOG, lists addenda that have been issued.

### **2.2 PROPOSAL DUE DATE**

The Proposals are due at the Contact Person's address no later than the date and time specified for Proposal Due in Section 2.4, SIGNIFICANT DATES.

Proposals must be delivered by that date and time to the Contact Person specified in Section 2.5, ISSUING OFFICER AND CONTACT PERSON. Proposals received earlier will be held unopened. Late Proposals will be rejected unopened.

Proposals that do not comply with the requirements shall not be considered and shall be returned to the Offeror with a letter explaining the reasons for its return. The official time shall be that recorded on the Contact Person's time stamp clock. These conditions apply regardless of whether a Proposal is mailed or hand-delivered.

## **2 PROPOSAL SUBMITTAL**

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### **2.3 TECHNICAL POINT RESPONSE**

Included in Appendix A, FORMS AND LETTERS, is the TECHNICAL POINT RESPONSE WORKSHEET. The Offeror shall include a completed copy of this worksheet as Attachment G to the Proposal. Instructions for completing the form are included in Appendix A, FORMS AND LETTERS.



## 2 PROPOSAL SUBMITTAL

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### 2.4 SIGNIFICANT DATES

All time is shown as Hawaiian Standard Time, (HST)

Advertisement of RFP and Proposal Pick-up . . . . .	May 01, 1998
Deadline for Written Inquiries; 10:00 a.m. . . . .	May 15, 1998
Deadline to submit Request to Utilize Another Methodology . . . . .	May 15, 1998
Response to Offerors' Written Inquiries Mailed . . . . .	May 29, 1998
Proposal Due; 10:00 a.m. . . . .	Jun 05, 1998
Compliance Review for Proposals . . . . .	Jun 05 - Jun 15, 1998
Compliance Review Results Notification . . . . .	Jun 15, 1998
Substantive Review of Proposals . . . . .	Jun 15 - Jun 29, 1998
Selection of Priority Listed Offerors . . . . .	Jun 29 - Jun 30, 1998
Best and Final Offer Request Notification . . . . .	Jul 07, 1998
Best and Final Offer Due; 10:00 a.m. . . . .	Jul 14, 1998
Consultant Selection . . . . .	Jul 21, 1998
Estimated Date of Contract Issuance . . . . .	Aug 10, 1998
Estimated Start Date . . . . .	Aug 10, 1998
Estimated Completion Date . . . . .	Aug 10, 1999

## **2 PROPOSAL SUBMITTAL**

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### **2.5 PURCHASING OFFICER, ISSUING OFFICER AND CONTACT PERSON**

This RFP is issued by the Department of Accounting and General Services.

The Purchasing Officer for this RFP is responsible for overseeing the agreement, including monitoring and assessing contractor performance.

The Purchasing Officer for the agreement is:

Thomas I. Yamashiro, Administrator  
Information and Communication Services Division  
Department of Accounting and General Services  
1151 Punchbowl Street, Rm. B10  
Honolulu, Hawaii 96813

(808) 586-1920  
(808) 586-1922 (FAX)

The Issuing Officer's name, mailing address, and phone numbers are:

Thomas I. Yamashiro, Administrator  
Information and Communication Services Division  
Department of Accounting and General Services  
1151 Punchbowl Street, Rm. B10  
Honolulu, Hawaii 96813

(808) 586-1920  
(808) 586-1922 (FAX)

The Contact Person's name, mailing address, and phone numbers are:

Ms. Barbara Tom  
Planning and Project Management Officer  
Information and Communication Services Division  
Department of Accounting and General Services  
1151 Punchbowl Street, Rm. B10  
Honolulu, HI 96813

(808) 586-1920  
(808) 586-1922 (FAX)

### **3 PROPOSAL PREPARATION**

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#### **3.1 PROPOSAL FOLLOW-ON RESTRICTION**

While making the decision to propose, a prospective Offeror should understand that the contractor who is awarded the contract will be prohibited from bidding on the procurement of the hardware, software and/or services that are recommended at the end of Phase 1 of this project as stated in section 3-122-13(E) H.A.R. Offerors who are not successful will be allowed to bid on these resulting packages with no prejudice.

#### **3.2 AUTHORIZATION TO UTILIZE ANOTHER METHODOLOGY**

If Offeror plans to use a methodology other than AGS Management Systems, Inc. SDM/Structured, a written request must be sent to ICSD by the deadline in Section 2.4, SIGNIFICANT DATES.

Authorization will be granted if the proposed methodology can be shown to contain complete instructions and guidelines for developing information systems under a phased deliverable approach such as described by SDM/Structured or as compressed by common information engineering methods to Planning, Analysis, Design, Construction, and Audit phases. The proposed methodology will define tasks, activities and deliverables with clear guidelines and quality controls for each to assure that all relevant issues, problems, functions, data, processing, and control objectives are met by the deliverable system and its documentation.

The proposed methodology shall be requested for review and authorization for its use in completion of work in response to this RFP by letter addressed to the Contact Person.

The proposed methodology shall be fully described and a cross reference of the tasks, activities, and deliverable document contents between the proposed methodology and SDM/Structured shall be provided. A sample work plan, deliverable document Table of Contents, and detail descriptions and guidelines for sample tasks and activities is to be submitted for ICSD review.

The ICSD will complete its review and reply in writing to the requester within ten (10) working days after the request is received at ICSD.

If Offeror is awarded the contract and does NOT receive authorization to utilize another methodology, then Offeror must comply with the SDM/Structured Methodology.

#### **3.3 WRITTEN INQUIRIES**

Written inquiries concerning this RFP shall be submitted to the Contact Person at the Contact Person's address no later than the date and time specified in Section 2.4, SIGNIFICANT DATES. No Offerors' conference will be held.

Written inquiries must be RECEIVED, not simply postmarked, by the Contact Person by the deadline specified. Written inquiries must state the page, paragraph, and line or sentence of this RFP to which the question relates.

### **3 PROPOSAL PREPARATION**

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All written inquiries received by the Deadline for Written Inquiries specified in Section 2.4, SIGNIFICANT DATES, shall receive a written response that will be mailed to each Offeror who has picked up the RFP specifications. All written responses shall be issued as an addendum to the RFP, and become, thereby, part of the RFP. See Appendix G, ADDENDUM LOG.

#### **3.4 SUPPORTING DOCUMENTATION**

The following documents are on file with the Contact Person designated in Section 2.5, ISSUING OFFICER AND CONTACT PERSON. Prospective Offerors wishing to examine any of these may do so by making arrangements with the Contact Person:

- SDM/Structured Reference Manuals
- Statewide Standards Manuals
- Computer and Telecommunications Strategic Plan

## 4 SCOPE OF WORK

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### 4.1 GENERAL STATEMENT

Work solicited by this RFP shall consist of designing and developing a Disaster Recovery Plan (DRP or Plan) and preparing for the procurement and implementation of Hotsite and Coldsite Disaster Recovery Services for the State's Central Computing Site. The Plan is to be in accordance with the specifications, Section 7, GENERAL PROPOSAL REQUIREMENTS AND CONDITIONS, and appendices, included herein.

### 4.2 PRIMARY OBJECTIVE

The primary objective of this RFP is to develop a comprehensive DRP that will provide a pre-defined course of action to accomplish the following:

- Recovery of data for critical applications systems
- Activation of the Hotsite to process critical applications
- Transfer of processing of critical applications from the Hotsite to the Coldsite
- Transfer of processing of critical applications to the State's Restored Center
- Return to full production processing at the Restored Center

The DRP will address only the restoration of services for the critical production application systems. The DRP must incorporate recovery services from the ICSD subscribed Hotsite and Coldsite recovery facilities. Once the processing of critical applications at the Restored Center has been accomplished, ICSD will address the tasks necessary for the return of full production telecommunications and computer services for non-critical applications.

### 4.3 PROJECT APPROACH

The project approach must include the following characteristics, guidelines, and strategies:

#### 4.3.1 Master DRP Characteristics

This RFP is to develop a DRP that has the following characteristics:

- a. Efficient. The Plan must minimize the operational impact of a disaster on the people of Hawaii and the State government operations and must be designed to fit the work flow and volume of the Department, with reasonable room for expansion.
- b. Economically feasible. The Plan must recover critical application systems and data, and reestablish critical services within the State's financial operating, economic, and technological constraints.
- c. Functional. The Plan must be proven to work under worst case

## 4 SCOPE OF WORK

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test conditions with minimal disruption of critical State computer application services.

- d. Manageable and user friendly. The Plan must allow all personnel, who are involved with any phase of the recovery process to easily and fully utilize the system, with reasonable training.
- e. Accessible, yet secure. The Plan must address physical and system access security concerns at all recovery sites and centers. It must be equipped with built-in security to protect the integrity of programs and systems that require limited access. It must allow reasonable access to those who need it.

### 4.3.2 Master DRP Guidelines and Strategies

The DRP shall be based on guidelines and strategies that include, but are not limited to, the following:

- a. Policy. The Plan must establish and develop disaster recovery policies.
- b. Recovery sequence. The Plan must include procedures and guidelines to classify and prioritize critical application systems into recovery sequence.
- c. Resource requirements. The Plan must include procedures and guidelines to list the resource requirements necessary for recovery of prioritized critical application systems.
- d. Management Team roles. The Plan must define roles and responsibilities of the Disaster Recovery Management Team.
- e. Recovery Team roles. The Plan must identify the various disaster recovery teams and define and coordinate their roles and responsibilities.
- f. Training. The Plan must address the training of ICSD staff for a disaster affecting the State's Central Computing Site and for activation of the DRP.
- g. Testing. The Plan must include a detailed test plan with procedures to be executed to substantiate that the recovery strategies actually work.
- h. Plan maintenance. The software used to document the Plan must provide an easy, efficient, and effective method to regularly maintain the Plan in order to keep it current.
- i. Technical support. The Plan must address the need for consultant services and disaster recovery software technical support services during the warranty period.

## 4 SCOPE OF WORK

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- j. Briefings. The Plan must address the need for briefing department and agency personnel on the DRP and how it relates to their own disaster recovery plans.
- k. Recovery phases. The different phases of recovery from a disaster must address, but are not limited to, the following:
  - 1) Predisaster planning and preparations. This includes software for tracking the cyclical designation and revalidation of critical application systems.
  - 2) Preliminary damage assessment by the Computing Center supervisor on site at the time that the disaster occurs. This includes informing ICSD upper management as to the extent of the damage.
  - 3) Declaration of a disaster, activation of the DRP, activation of Hotsite and Coldsite recovery facilities, and becoming operational at the Recovery Command Center (RCC).
  - 4) Notification and activation of Disaster Recovery Management Team and other disaster recovery teams.
  - 5) Notification of State department and agency DRP Coordinators to initiate their critical application processing procedures and to coordinate their actions with the RCC as necessary.
  - 6) Day to day processing of critical applications.
  - 7) Establishing and transferring recovery operations and services from the Hotsite recovery facility to a Coldsite recovery facility.
  - 8) Transfer of critical applications Operations and services from a recovery site to a site that is referred to hereafter as the Restored Center. The Restored Center is the facility to which all recovery operations and services are transferred in order to resume full production processing after the recovery from a disaster has been effected.
  - 9) Identification of the steps that would lead to the full restoration of the State's Central Computing Site.

## **4 SCOPE OF WORK**

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### **4.4 PROJECT PHASES**

The Contractor's work will be performed in three distinct, yet overlapping phases. The Offeror's Proposal must include realistic, but necessary turn-around requirements of the Department. The Department is aware that prompt decision making is required for the successful implementation of the project. The general tasks associated with each phase are as follows:

#### **4.4.1 Phase 1: Master DRP Design and Development**

- a. Assist the Department, through the DRPCM, to clearly define and articulate a Master DRP that will ensure that the processing of critical information will resume within the specified time frame following any event that causes computer processing at the Central Site to be unavailable.
- b. Identify various system design options, specifying the hardware and software configurations, that will allow the Department to recover critical systems and resume services in a cost effective manner. The advantages and disadvantages of each option must be clearly noted and presented to the DRPCM. The DRPCM may request that the contractor include in the discussion of options a recommendation with supporting justification. The options shall be based on resources, hardware capacities, required operating systems, critical application systems, and specifications or configurations for the telecommunications network.
- c. Identification of critical application systems and their associated resources. There are over 25 State departments and agencies that have identified production application systems to be considered as critical.
- d. Implement and customize software programs to satisfy DRP design requirements.
- e. Specify the hardware, software and services to be procured after the system design decisions have been made by the DRPCM.
- f. Develop a budget estimate to complete annual production processing for the Disaster Recovery effort once the DRP is implemented.

#### **4.4.2 Phase 2: Hotsite/Coldsite Services Procurement Preparation**

- a. Prepare the procurement documents for the Hotsite and Coldsite subscription services.
- b. Assist the DRPCM in executing the bid processes and in evaluating the bid proposals.
- c. Monitor the process of obtaining Hotsite and Coldsite hardware,



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software, training, and services.

### 4.4.3 Phase 3: DRP Integration with Hotsite/Coldsite Services

- a. Monitor Hotsite and Coldsite services contractors as they integrate and fine-tune the services that they provide; assist the DRPCM in overseeing this process.
- b. Ensure that all critical application processing manuals and documentation are integrated with the operations of the Hotsite and Coldsite.
- c. Assist the DRPCM in managing the Hotsite and Coldsite training for appropriate personnel.
- d. Monitor the execution of the first Annual DRP Test at the subscribed Hotsite to substantiate that the DRP has been integrated with the services provided.

## 4.5 DISASTER RECOVERY PLAN SPECIFICATIONS

The DRP will be based on and customized for the ICSD organization and operating environment. The existing operating procedures will be incorporated to simplify the maintenance and execution of the DRP.

The DRP will assume that the State's Central Computing Site is damaged and that all data and equipment at the Central Site is unusable. It is assumed that Central Site services cannot be restored to provide services to State departments and agencies within 72 hours. The Hotsite and Coldsite recovery facilities will be activated. The DRP will be implemented to efficiently recover and restore operations and services for critical applications within 48 hours from the declaration of the disaster.

The DRP needs to take into consideration Hawaii's location. Information, supplies, and personnel must be transported quickly and economically to the Hotsite and Coldsite recovery facilities.

The DRP technical specifications will require, at the minimum, the following:

### 4.5.1 Disaster Recovery Administration

#### a. Disaster Recovery Organizational Structure

The DRP will identify and provide a disaster recovery organizational structure. This will include a disaster recovery organizational chart and functional statements which identify disaster recovery teams and show the team relationships.

#### b. Disaster Recovery Management Team

The DRP Management Team will be identified in a similar manner as other teams. See Section 4.5.1.e, DRP Recovery Team Descriptions, below. The types of administrative disaster recovery tasks to be performed fall into the following areas:

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- 1) Providing hotline disaster recovery status reporting and technical advice to Executive level State Management.
- 2) Communicating with other departments and agencies.
- 3) Managing and operational support for the recovery of critical applications and resumption of critical services.
- 4) Planning and implementing the recovery and restoration of the State's Central Computing Site.
- 5) Planning and implementing the transition from the recovery sites to a permanent State computing site.
- 6) Managing ad hoc requirements to procure recovery equipment and supplies. This must include, but not be limited to: Hardware and software; Infrastructure; Offline disk, tape, and cartridge backup storage.

**c. Recovery Overview Task/Time Management Chart**

The DRP will provide a chart that shows an overview of all recovery team responsibilities. The chart will be used by the DRP Management Team. It will show the sequence and relationship of all tasks and identify the team responsible for accomplishing the task.

**d. Identification of Disaster Recovery Teams**

Each disaster recovery team will be identified. This will include, but will not be limited to, the following teams:

- 1) DRP Management
- 2) Damage Assessment
- 3) Salvage
- 4) Transportation
- 5) Computer System Software
- 6) System Networking
- 7) System Security
- 8) Critical Applications
- 9) Computer Operations
- 10) Supplies and Logistics
- 11) Computer Site Restoration

**e. Disaster Recovery Team Descriptions**

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The DRP will list each recovery team's mission, roles, responsibilities, procedures, and strategies for accomplishing its mission. The DRP will prioritize each team's responsibilities and procedures. The following will be included:

- 1) Name and description of team.
- 2) Brief and concise narratives of responsibilities.
- 3) Detailed description of tasks.
- 4) Action chart showing:
  - Time periods of tasks
  - Responsible disaster recovery members
  - Tasks upon which other teams depend
  - Other teams' tasks affecting this team
- 5) Action logs on which each recovery team records the completion of tasks on its chart.
- 6) Specific task checklists to be used by each key disaster recovery team member.

### 4.5.2 Critical Applications

The DRP will be designed to provide computer processing and telecommunication services for critical production application systems, also referred to as critical applications and critical application systems. An application is in production when all required documentation has been prepared by the responsible programming staff and is approved by SOB. A system cannot be defined as critical by a department or agency until it is in production mode.

Identification of critical application systems includes the development of a list by the owning department or agency of those systems it designates as critical. It is recommended that a high level business impact analysis be performed in order to identify critical application systems and their interfaces. The identification of critical applications shall include information relating to the systems processing cycles. The department or agency will list critical applications in its priority sequence for recovery of operational, networking, and telecommunication services.

#### a. Critical Application Processing Cycle

The DRP shall include the critical processing time periods for critical applications. The critical time processing periods shall indicate when computer processing becomes critical for the

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application in order to minimize the operational and financial impact of the disaster. This information shall be capable of being shown in the form of a time line chart indicating the start and the end of each critical application's critical processing periods.

Consultant must develop procedures to combine processing cycle information into an overview of all of the critical applications. This will be a tool for scheduling the processing of critical application jobs.

### **b. Processing Priority of Critical Applications**

The DRP shall include procedures for reviewing all agencies' and departments' priority lists and consolidating them into a single list that recommends the processing sequence and priority. This list will then be submitted to the Governor of Hawaii for review and approval. The approved list will be followed when processing critical applications is done after a disaster has been declared.

### **4.5.3 Disaster Recovery Facilities**

#### **a. Hotsite Recovery Facility**

The Hotsite recovery facility is the facility that has computer and associated equipment installed and configured. The configuration is compatible with the current Central Site's computer and any associated equipment required for critical applications processing.

The DRP will be based on having the primary Hotsite facility located either in Hawaii or on the Mainland. The alternate Hotsite recovery facility is to be located on the Mainland or in Hawaii. If both the primary and alternate Hotsites are in Hawaii the alternate Hotsite must not be located on the same island as the primary Hotsite.

The Hotsite recovery facility will be capable of providing computing services for critical applications processing, online connectivity to the Coldsite recovery facility for CICS online applications, TSO, and Operations Master display terminals, remote job entry capabilities for job submissions, and transmission of print data for remote printing.

#### **b. Coldsite Recovery Facility**

The Coldsite recovery facility is an empty computer facility which is designed to readily install computers and telecommunications equipment. It also has the communications terminator equipment for connectivity to the Hotsite. It is equipped with electrical power, air conditioning, raised floors, security, and any other requirements necessary to support the processing of critical

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applications.

The State strongly prefers that the primary Coldsite recovery facility is located on the island of Oahu. The alternate Coldsite facility is also to be located in Hawaii, but not necessarily on Oahu. This is for ease of transportation and availability of resources, personnel, and departmental telecommunications configurations. The Coldsite recovery facility shall be configured with the capability to establish connectivity to departmental recovery centers for critical application access and support.

The Coldsite recovery facility will have resources to support the following operational functions:

1) Systems Operations

CICS Master consoles, Operator consoles, and TSO terminals are required. These are used to access software such as Netview, System Display Services Facility, Scheduler, and Tape Library Management. The software is used to monitor, control, provide assistance, and perform the required tasks for critical application processing.

2) Systems Networking

Modems, controllers, routers, firewalls and other equipment necessary to access critical applications and process transactions.

3) Systems Services

CICS consoles, Operating System consoles, and TSO terminals are required to provide technical support for operating system, data base, and security software.

4) User Applications

TSO terminals are required to provide technical support and assistance for critical applications.

**c. Recovery Command Center**

The Recovery Command Center (RCC) is the ICSD facility at which disaster recovery management and administrative work can be performed and controlled. The RCC is activated at the declaration of a disaster and is inactivated when all of its functions and tasks have been completed.

The primary location of the RCC is in the Capitol Center in Honolulu, Hawaii. The alternate RCC will be located at a site to be determined during the development of the DRP.

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### d. State Agency Recovery Centers

A State Agency Recovery Center (SARC) is the facility that each department or agency has set up to cope with a disaster affecting the State's Central Computing Site. A SARC is the primary communications contact point between the department or agency and the RCC. A SARC is the telecommunications hub for the department or agency. The telecommunications hub will connect the department or agency to the Coldsite recovery facility.

The DRP will be based on the assumption that each State department and agency that has identified critical applications will have developed its own departmental disaster recovery plan that establishes a SARC. That plan will identify the location of the SARC and specify what critical applications will be handled by the SARC. The SARC will serve as the point of control for the State department or agency for access to its critical applications.

DRP Coordinators will provide their SARC information to the RCC. Connectivity configurations for each SARC are required. These are needed to provide user access to critical applications via TSO terminals and CICS terminals for online transactions.

### e. Pre-disaster Facility Availability

The DRP will be based on the assumption that the ICSD procured Hotsite and Coldsite recovery facilities shall be unavailable to store anything prior to a disaster occurring. Any procedures which might be developed in support of the DRP need to take this into account.

### f. Primary Facilities Not Available

The DRP shall provide and incorporate strategies in which Hotsite and Coldsite recovery facilities are switched from primary locations to alternative locations due to unavailability of primary locations upon declaration of a disaster.

## 4.5.4 Critical Applications Requirements

### a. Information Provided by the Agency or Department

Resources required at a recovery site are those resources necessary to process the critical applications. The department or agency shall provide documentation listing the resources necessary to process its critical applications when it prepares its list of critical applications and submits the list for approval. The following critical application systems information, at minimum, shall be included:

- 1) Data entry requirements.

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- 2) I/O requirements: DASD, tape, printers, controllers, etc.
- 3) Data filenames and associated information.
- 4) Types of reports and associated forms.
- 5) Network and telecommunications which include communication configuration table documentation.
- 6) Computer system and associated equipment configurations.
- 7) Locations of backup copies of all SOB processing documentation and manuals. This includes job setup, scheduling, control processing and network requirements.
- 8) Critical dependencies between systems, resources, and network and telecommunications necessary to complete computer processing.

### **b. Information Provided by ICSD**

- 1) Written copies of inter-departmental agreements relating to critical processing.
- 2) Written copies of vendor information to include warranty data, maintenance schedules, and vendor support agreements.
- 3) Identification of alternative resources, equipment, configurations and specifications as backup to what has been identified by the department or agency.

### **4.5.5 Recovery Site Requirements**

#### **a. Recovery Site Services Requirements**

The DRP will identify, quantify, and summarize required services for each recovery site in order to efficiently coordinate processing of critical application systems. These shall include, but are not limited to such items as printer services, data entry services, transportation services, and package delivery services.

#### **b. Common Recovery Facility Requirements**

The DRP will provide a list which identifies, quantifies, and summarizes resources and facility specifications required for each recovery site, excluding the departmental recovery centers. The following items, at minimum, shall be included:

- 1) Floor space.
- 2) Electrical power, emergency power, UPS, and air

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conditioning.

- 3) Computer hardware and associated equipment and telecommunication equipment including technical specifications, cabling and type of connections.
- 4) Computer equipment resources such as tape cartridges, Master consoles, terminals, personal computers with emulation boards, technical documentation and manuals for network, telecommunications, and systems support, racks for tape cartridges, enclosed standard 19-inch rack cabinets with preinstalled power strips.
- 5) Personnel resources for technical support of computer operations, control, input/output, networking, telecommunications, and systems.
- 6) Physical and system security to control access to the facility and equipment with consideration given to allotments and time limits.
- 7) Voice and data communication lines, including phones.
- 8) Office supplies and furniture such as desks, work tables, tape labels, tape cartridge trays, tape carrying case, carts, and other resources necessary for recovery staff to perform their work.
- 9) Fire protection and suppression system.
- 10) Identification of any height, weight, load capacity restrictions or limitations associated with a facility.

### **c. Hotsite Recovery Facility Requirements**

The DRP will provide a list which identifies, quantifies, and summarizes resources and facility specifications which are specific to the Hotsite. The following items, at minimum, shall be included:

- 1) Capability to test or operate Hotsite on a remote basis.
- 2) Identification of any staff required or supplied by the subscription service.
- 3) Facility layout and equipment inventory.
- 4) The assurance that the facility is reasonably protected against natural disasters such as hurricane and wind, flood damage, earthquake.



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### d. Coldsite Recovery Facility Requirements

The DRP will provide a list which identifies, quantifies, and summarizes resources and facility specifications which are specific to the Coldsite. The following items, at minimum, shall be included:

- 1) Electrical diagrams or schematics identifying outlets and service capability.
- 2) Telecommunications conduit facilities to support 100 pairs of cable.
- 3) At least one main distribution frame for Central Office loops.
- 4) Customer parking availability and locations.

### e. Alternate Facility Requirements

Alternative Hotsite and Coldsite recovery facilities will have the same requirements as primary Hotsite and Coldsite recovery facilities.

### 4.5.6 Restoration Strategies

The DRP will provide restoration strategies for the planning and managing of all aspects for the restoration of the State's Central Computing Site functionality to its status prior to the disaster.

### a. Integration With Emergency Procedures

The DRP will integrate recovery and restoration procedures with any existing State and ICSD emergency procedures and problem management procedures. This shall include cost considerations and procurement procedures required under risk management coverage and for noncovered items.

### b. Transfer of Recovery Operations

The DRP will provide strategies, procedures, and specifications for the transfer of recovery operations and services. The DRP will be designed to establish and transfer all of recovery operations and services from one recovery site to either another recovery site or to the Restored Center. This is to facilitate a smooth transition between sites. Establishment and transfer of operations and services will be:

- 1) From the Hotsite recovery facility to the Coldsite recovery facility or the Restored Center within six weeks following the declaration of a disaster.

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- 2) From the Coldsite recovery facility to the Restored Center at the Central Computing Site if the restoration of the Central Computing Site can be accomplished within 180 days.
- 3) From the Coldsite recovery facility to the Restored Center at a different State designated computer site if the restoration of the Central Computing Site is to take more than 180 days.

### 4.5.7 Annual Testing

The DRP will include a detailed plan to test the DRP on an annual basis. The test will use a subset of the critical applications from the approved list. The Disaster Recovery Coordinator will select which critical application systems will be used for a given test. The annual test will occur at the subscribed Hotsite and Coldsite recovery facilities.

Defining of test conditions is to be done by:

- a. Limiting the number of critical applications in order to control test conditions. The number and mix of critical applications to be tested may and should be changed for each test.
- b. Specifying the number of communication data lines to be connected from the Coldsite recovery facility to the State department and agency recovery centers for applications being tested.
- c. Limiting quantity and type of transactions to be processed or transmitted. Transactions time constraints will be in effect.
- d. Controlling and verifying data and transactions and to validate the accuracy of the output of the recovered systems.
- e. Using key recovery personnel to participate in the test.
- f. Installing only the equipment in the Coldsite that is necessary for processing the selected critical applications.

### 4.5.8 DRP Procedures

Systematic procedures to manage recovery efforts and operations with minimum impact to ICSD and its users must be developed. These procedures include but are not limited to the following:

#### a. Disaster Preparedness

These procedures detail the steps to be taken prior to the occurrence of a disaster. These procedures are to be performed on an ongoing and periodic basis. They include, but are not limited to the following:

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- 1) Testing of equipment and communication lines.
- 2) Preparing for the annual test of the DRP.
- 3) Execution of the annual test of the DRP.
- 4) Annual review and revalidation of critical applications.
- 5) Annual/ad hoc update of DRP critical applications list.
- 6) Cycling to primary and secondary off-site storage of disaster recovery backup tapes and all documentation necessary for recovery of critical applications.
- 7) Scheduled systematic review, analysis, and maintenance of the DRP, DRP critical systems data, and required resources.
- 8) Review and update of DRP procedures, documentation, and software.

### **b. Alert, Notification, and Assessment**

These procedures are to be performed at the initial stages immediately prior to the declaration of a disaster. They include, but are not limited to the following:

- 1) Initial alert of State Executive Management and ICSD personnel that an incident has occurred affecting the Central Computing Site.
- 2) Initial notification to subscribed services that the declaration of a disaster is being considered.
- 3) Initial assessment to determine the extent of the damage that has occurred to see if the Central Computing Site can be made operational in less than the time limit defined to activate the DRP.
- 4) Disaster declaration announcement by the Governor.
- 5) Notification of Disaster Recovery teams that a disaster has been declared.

### **c. Site Activation and Recovery**

These procedures are to be performed to establish the environment for the recovery and processing of critical applications. They include, but are not limited to the following:

- 1) Activation of RCC.
- 2) Notification to activate the Hotsite and Coldsite facilities.

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- 3) Transportation of selected staff to the Hotsite.
- 4) Notification to department and agency liaisons that a disaster was declared and recovery sites are being activated.
- 5) Notification to vendors that all recovery sites are being activated.
- 6) Retrieval, transporting and distribution of off-site backup files, supplies, and documentation.
- 7) Status reporting by Recovery Teams to DRPCM.

### d. Administration and Management

These are the procedures performed to keep communication flowing to all levels and to coordinate the overall effort of disaster recovery. They are to make sure tasks are performed in a timely fashion and in the sequence needed to completely recover from a disaster. They include, but are not limited to:

- 1) Status reporting by DRPCM for such things as recovery operations; critical application processing; damage assessment; personnel management; shipping and transportation; and salvaging and acquisition of replacement equipment.
- 2) Monitoring and replacement of supplies.
- 3) Tracking of task status and posting completions.
- 4) Shift scheduling and time accounting for personnel.
- 5) Salvage and repair operations.
- 6) Implementation of security measures.

## 4.6 DELIVERABLE PRODUCTS AND SERVICES

If not specified elsewhere in this RFP, the number of hard copies or electronic copies of deliverables will be specified at a later date and agreed upon by the contractor and the State.

### 4.6.1 Standard Methodology

The Contractor shall work closely with ICSD during the development of the project deliverables. Work shall be conducted in accordance with AGS Management Systems, Inc. SDM/Structured, unless given prior authorization by ICSD to deviate, see Section 3.2, AUTHORIZATION TO UTILIZE ANOTHER METHODOLOGY.

### 4.6.2 Description of Deliverables

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The deliverables are described as follows:

- a. Master DRP including associated cost estimates to implement the DRP.
- b. Executive Summary and Presentation of all deliverables.
- c. Complete definition of requirements, design alternatives (including cost/benefit and risk impact analysis for each), and the recommended design of the DRP application system(s) as specified by an approved system development methodology.
- d. Development of documentation which shows clearly that the SDM/Structured or other approved methodology is being utilized. Such documentation shall be maintained on a word processing program that is compatible with ICSD's existing system; be kept current throughout the contract period; made readily available to the ICSD for examination at any time; and delivered to the ICSD upon completion of the contract.
- e. Detailed specifications for equipment, operating procedures, software, and related items necessary to implement the Plan.
- f. Assistance and additional documentation needed to develop bids for acquisition of products and services required to test and implement the Plan.
- g. Technical review and recommendations in the selection of products and services through competitive bidding.
- h. Procedure manuals, training manuals, operating manuals, and other pertinent documentation required for successful implementation and operation of the DRP. These may be specified as deliverables to be supplied by contractors in bids or proposals for Phases 2, Hotsite/Coldsite Services Procurement Preparation, and Phase 3, DRP Integration with Hotsite/Coldsite Services.
- i. Training services as necessary which are not provided by contractors via separate bids.
- j. A Final Report following the completion of Phase 3, DRP Integration with Hotsite/Coldsite Services, to review the implementation and make any supplemental recommendations.

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### **4.7 ACCEPTANCE PROCEDURE**

The actual acceptance of the DRP will be based on the demonstrated ability of the DRP to function as intended and specified in this RFP. The Acceptance Test will use live data and application programs from critical systems. It will simulate production processing of critical systems after a disaster. Processing will be performed by Disaster Recovery Teams using Disaster Recovery Procedures specified in the DRP.

For the Acceptance Test for the DRP, the Hotsite recovery facility shall be selected by the Contractor. The State's Central Computing Site shall be the Coldsite facility. All arrangements for the usage of the Hotsite recovery facility shall be made by and paid for by the Contractor. All costs necessary to utilize the Central Site as the Coldsite will be the responsibility of the Contractor. The Hotsite computer systems and associated equipment must be compatible with the computer systems and associated equipment required for critical application systems that are current at the State's Central Computing Site. ICSD technical staff will make only minimal, if any, changes to the operating system configuration in order for it to be able to perform acceptance testing processing at the Hotsite. Any such changes shall not have a major impact on the recovery or processing of critical application systems, as determined in ICSD's sole discretion. Any costs for minor modifications to the system configuration will be born by ICSD. All costs for the testing of the DRP will be included in the proposal price.

The Acceptance Test for the DRP will follow the guidelines for the annual detailed DRP test plan.

#### **4.7.1 Criteria for Acceptance Test**

The criteria for success of the test will be based on:

- a. The operating systems, system utilities, libraries, software/programs, and selected critical applications being successfully recovered and operational at the Hotsite. System utilities and commands, procedures, and job submissions can be successfully submitted and executed from the Coldsite recovery facility.
- b. Online connections between the Hotsite and Coldsite recovery facilities being successfully connected. Operator located in the Coldsite recovery facility being able to monitor and to enter operator commands successfully.
- c. Online connections between the Coldsite recovery facility and departmental recovery centers being successfully connected so that the user is able to access the production application system at the Hotsite recovery facility.
- d. Online transactions being successfully entered from the departmental recovery centers to the production application systems. The quantity, type, and response time for the critical applications online transactions will be mutually agreed upon by the Contractor and by the Project Team.

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- e. Production application systems being successfully processed both online and by batch. A small data entry batch file will be used for the batch processing to update the production application systems. The batch file size will be mutually agreed upon by the Contractor and by the Project Team.
- f. Print files being successfully generated and printed on printers at the Coldsite recovery facility. The printed output will be verified for its format and accuracy.

### 4.7.2 Review of Acceptance Test

The DRPCM, in conjunction with the DRP Project Coordinator and the Project Team, will review the Contractor's evaluation of the Acceptance Test for the DRP to analyze the success of the test. Continuation of the implementation of the DRP is contingent upon this review and analysis.

Contractor will not be responsible for the failure of the test for reasons deemed beyond the Contractor's control by the DRPCM. If the Contractor is responsible for the failure, Contractor will be responsible to correct the DRP and provide another Acceptance Test for the DRP.

If the test results require any modifications to the DRP and the test plan, the Contractor will provide the changes in writing to the DRPCM.

### 4.8 WORK PLAN

Offeror will develop a Work Plan that supports and documents the approach that the Offeror proposes to satisfy the requirements of this RFP. Work Plan refers to the schedule of tasks for all three phases of the RFP project unless specifically designated as referring to a particular phase. If State personnel are responsible for tasks, that is to be clearly identified in the Work Plan.

The Work Plan will have the following three phases:

- Phase 1: The tasks that must be accomplished to develop a Master DRP Design.
- Phase 2: The tasks that must be accomplished for Hotsite/Coldsite Services procurement preparation.
- Phase 3: The tasks that must be accomplished to prepare for the DRP Integration with Hotsite/Coldsite Services.

Each Phase shall include:

- A description of each task, the objectives of the task, personnel assigned to the task, the estimated hours per person assigned to each task, and the estimated start and end date of each task.
- Identification of task dependencies and project milestones.
- A clear and understandable graphic layout chart, such as a Gantt chart, showing the estimated start and end dates of each task.

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The Work Plan must follow SDM/Structured guidelines unless authorized to do otherwise as specified in Section 3.2, AUTHORIZATION TO USE ANOTHER METHODOLOGY. All items which appear on the various SDM/Structured Checklists must be included. The Work Plan may include additional steps or items as deemed necessary by the Offeror. These Checklists were derived from the general Phase Task List and Work-Planning Checklists of SDM/Structured.

### 4.8.1 Phase 1 Work Plan

Contractor tasks to be included in the Work Plan to develop a Master DRP Design include but are not necessarily limited to those listed below. These tasks are not sequenced.

- a. Coordinate efforts to collect information required to develop the Master DRP on the personal computer disaster recovery software.
- b. Submit a DRP Final Work Plan that incorporates ICSD tasks on the date specified in Section 2.4, SIGNIFICANT DATES. The updated plan will include a written detailed description of what will be included and completed in each phase.
- c. Obtain approval from the DRPCM for any revisions to the Work Plan prior to the Contractor proceeding with any work on the project. Approved changes will become the Final Work Plan for the project.
- d. Hold the initial meeting of the project on the Estimated Start Date specified in Section 2.4, SIGNIFICANT DATES. This meeting is called the Project Work Plan Presentation. At this meeting the Contractor will present the Work Plan to the Project Team. The Contractor will respond to any questions or concerns that were stated at the Project Work Plan Presentation within three working days of the presentation.
- e. Compile and analyze the information and documentation necessary to develop DRP strategies and alternatives.
- f. Input or merge information approved by the DRPCM into the disaster recovery plan software that the Contractor will provide for the DRP. See Section 4.14, DISASTER RECOVERY PLAN SOFTWARE SPECIFICATIONS.
- g. Review, analyze, and report to the DRPCM upon an ICSD prioritized listing of critical application systems. The report shall take into consideration the weekly, monthly, quarterly, annual, or other processing cycle periods for critical applications. The report shall include written recommendations with detailed reasons indicating where the processing cycle of a critical application system could impact the prioritization order of critical



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application systems. See Appendix K, TENTATIVE CRITICAL PRODUCTION APPLICATION SYSTEMS.

- h. Identify, describe, and provide reasons for any conflicting critical application systems processes, cycles, file or program versions that will create recovery problems. The DRPCM will be responsible to resolve conflicts in critical application processing schedules.
- i. Develop a maintenance procedure for updating the DRP.
- j. Develop a detailed test plan, including procedures, for the DRP.
- k. Submit the test plan for review and approval by ICSD.
- l. Select the Hotsite recovery facility for the Acceptance Test.
- m. Train and prepare the ICSD disaster recovery team members to be familiar with the strategies and procedures of the plan and in executing the Acceptance Test.
- n. Monitor the execution of the Acceptance Test.
- o. Evaluate the Acceptance Test, record problems, provide Acceptance Test results, and propose any recommendations in writing to the DRPCM.
- p. Resolve Hotsite problems that arise during Acceptance Test.
- q. Perform modifications to the DRP and test plan as a result of the Acceptance Test changes.
- r. Assist installing DRP software on ICSD designated computer.
- s. Customize and modify DRP software as specified in Section 4.14, DISASTER RECOVERY PLAN SOFTWARE SPECIFICATIONS.
- t. Document and submit modifications to the DRP software to the DRPCM for approval.
- u. Provide training for the Project Team and selected ICSD personnel.
- v. Provide in-depth technical training on DRP software.
- w. Fully test, provide detailed information, and demonstrate the software using DRP procedures to the Project Team during the development of DRP.
- x. Provide written procedures to export information from the DRP software to 3-1/2" floppy diskette.
- y. Work with the DRPCM on the layout of the information to be

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exported from DRP software.

### 4.8.2 Phase 2 Work Plan

Contractor tasks to be included in the Work Plan to prepare for the procurement of Hotsite/Coldsite recovery services include but are not necessarily limited to:

- a. Export Hotsite and Coldsite recovery facilities requirements information contained in the DRP software to 3-1/2" diskette.
- b. Identify, quantify, and summarize the Hotsite and Coldsite recovery facilities requirements. The following items, at a minimum, shall be included:
  - 1) Floor space requirements.
  - 2) Electrical power, UPS backup, and air conditioning requirements.
- c. Identify, quantify, and summarize the Hotsite and Coldsite recovery operational requirements. The following items, at a minimum, shall be included:
  - 1) Computer hardware and telecommunication equipment including technical specifications, cabling, and type of connections requirements.
  - 2) Computer equipment such as master consoles, terminals, personal computers with emulation boards, network and telecommunications and systems technical support documentation and manuals, racks for tape cartridges, and enclosed standard 19-inch rack cabinets with preinstalled power strips for telecommunication equipment.
  - 3) Personnel requirements such as computer operator, control clerk, input/output clerk, network and telecommunications technical support, and systems technical support.
  - 4) Physical and system security access requirements including authorization allotments, time limits, and accessibility to Hotsite and Coldsite recovery facilities, computer facilities, terminals, tape cartridge libraries, and telecommunications equipment and facilities assigned to ICSD.
  - 5) Voice and data communication line requirements, and termination equipment.
  - 6) Office supplies and equipment including desks, tapes,

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cartridges, work tables, tape labels, tape cartridge trays, tape carrying case, carts, and other items necessary for SOB staff to perform their work.

- d. Provide the technical specifications for bids to acquire or procure Hotsite/Coldsite subscription services.
- e. Act as technical resource in assisting the DRPCM in evaluation of bid proposals for Hotsite/Coldsite subscription services.
- f. Monitor the process of obtaining Hotsite and Coldsite hardware, software, training, and services.

### 4.8.3 Phase 3 Work Plan

Contractor tasks to be included in the Work Plan to prepare for the DRP Integration with Hotsite/Coldsite services include but are not necessarily limited to:

- a. Monitor Hotsite and Coldsite services contractors as they integrate and fine-tune the services that they provide to ensure ease of activation of the Hotsite/Coldsite operations.
- b. Modify the DRP processing manuals and documentation to reflect fine-tuning performed by the Hotsite/Coldsite contractor.
- c. Identify updates or changes necessary to critical application processing manuals and documentation to ensure they reflect fine-tuning of the Hotsite/Coldsite subscription services.
- d. Modify DRP training manuals to reflect fine-tuning performed by the Hotsite/Coldsite services contractor.
- e. Review Hotsite/Coldsite training proposed by the Hotsite/Coldsite contractor and recommend changes to ensure the integration of the services with the DRP.
- f. Monitor the execution of the first Annual DRP Test at the subscribed Hotsite to substantiate that the DRP has been integrated with the services provided.

### 4.8.4 Tasks Common to All Phases

Contractor tasks which are common to all phases and are to be part of each Work Plan include but are not necessarily limited to:

- a. Submit a weekly written status report to the DRPCM. Progress being made on the project should be reported, along with any discrepancies, delays or other problems encountered in the course of performing the project tasks. Plans for resolving problems or correcting situations should be explained.
- b. Monitor the development of written documents to ensure the

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timeliness of completion of tasks.

- c. Review any written documents submitted by the Project Team to be included in the DRP.
- d. Prepare and submit written recommendations to the DRPCM to address any DRP issues or problems. This will include any upgrades or changes of system software and hardware that might occur during the development of the DRP. If differences of opinion occur, the decision of the DRPCM shall be final.
- e. Respond in writing to the Project Coordinator concerning any questions or concerns presented by the Project Team. Contractor shall submit such correspondence within three working days and address it to the Project Coordinator.
- f. Submit all requests for information and scheduling of interviews in writing to the Project Coordinator. Requests for information are to be made in writing at least 15 working days prior to a scheduled interview.

### **4.9 TIME OF PERFORMANCE**

The successful Offeror shall begin work on the Estimated Start Date specified in Section 2.4, SIGNIFICANT DATES. Other than the period specified in Section 4.16, POST IMPLEMENTATION SUPPORT, all work should be completed by the Estimated Completion Date as specified in Section 2.4, SIGNIFICANT DATES. The Estimated Completion Date is subject to change depending upon approval of the Final Work Plan.

### **4.10 PROJECT MANAGEMENT**

Once a contract is signed, the DRPCM will function as the reviewing authority throughout the duration of the project covered by this RFP. The DRPCM will be actively involved in advising and working with the Contractor. The DRPCM will head up the project and will replace the PRC.

### **4.11 CONTRACTOR STAFFING**

There are two types of personnel who can be assigned to the project: Those working directly for the Contractor as regular full-time or part-time employees and those subcontracted by the Contractor to work on this project. See Section 5.3.4, Project Organization and Staffing

#### **4.11.1 Contractor Employees**

The names and résumés of personnel working directly for the Contractor and who will be assigned to this project must be submitted in the Proposal as Attachment A, STAFF RÉSUMÉS. All personnel for whom résumés are submitted must be employed by the Contractor before the Date of Contract Issuance as defined in Section 2.4, SIGNIFICANT DATES.

Personnel whose names and résumés are submitted shall not be

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removed from this project without prior approval of the DRPCM. Substitute or additional personnel shall not be used for this project until a résumé is received and approved by the DRPCM.

The DRPCM shall have the right, and the Contractor will comply with any request, to remove personnel from all work on this project effective upon written notification to the Contractor by the DRPCM.

### **4.11.2 Lead Consultant**

The Lead Consultant is a person who is a regular employee of the Contractor. The Lead Consultant may not be a subcontracted person. The duties of the Lead Consultant are to serve as the spokesperson for the Contractor to whom all communications shall be addressed. The Lead Consultant shall have the authority to make decisions on behalf of the Contractor.

### **4.11.3 Subcontractor Staffing**

The names of all individuals and companies who will be performing work as subcontractors on this project must be submitted in the Proposal as Attachment F, SUBCONTRACTOR INFORMATION. All individuals and companies who are to perform work as subcontractors must agree to be subcontracted by the Contractor before the Date of Contract Issuance as defined in Section 2.4, SIGNIFICANT DATES. The actual dates of the subcontract are dependant upon the scheduling of work based upon the Work Plan.

Subcontractors whose names and information are submitted as part of Attachment F, SUBCONTRACTOR INFORMATION, shall not be removed from this project without prior approval of the DRPCM.

## **4.12 RESPONSIBILITIES**

This section details the responsibilities of the DRP Co-Managers, the Project Coordinator appointed by the DRPCM, the Project Team which is comprised of State employees, the Contractor to whom the contract is awarded, and the State Departments and Agencies that will be involved in the DRP project. The different ICSD Branches and State department and agency personnel will be responsible to update information pertaining to their respective areas of responsibilities.

### **4.12.1 DRP Co-Managers Responsibilities**

The DRPCM's responsibilities shall include but not necessarily be limited to:

- a. Managing the DRP project with technical and operational decision making authority.
- b. Serving as the primary liaison for the State in all official actions

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and interactions with the Contractor.

- c. Monitoring the execution of the project plan and working with the Contractor to remedy any slippage.
- d. Cooperating with the Contractor personnel in obtaining information as may be required for project tasks.
- e. Soliciting support from upper management DAGS and other State departments and agencies.
- f. Briefing the Data Processing Coordinators or representatives from State departments and agencies.
- g. Evaluating the performance of the Acceptance Test in conjunction with the Contractor.
- h. Making the decision to continue with the implementation of the DRP based on the evaluation of the Acceptance Test.
- i. Reporting project development and status to the Department.
- j. Ensuring that the Department's reviews and approvals of critical applications are provided on a timely basis.
- k. Resolving conflicts in critical application processing schedules.
- l. Appointing the Project Coordinator to oversee the day-to-day work on the project.

### 4.12.2 Project Coordinator Responsibilities

The Project Coordinator's responsibilities shall include but not necessarily be limited to:

- a. Serving as the leader of the Project Team.
- b. Overseeing the day-to-day work of the project tasks which include assigning tasks, reviewing progress and reporting status to the DRPCM.
- c. Filling in for the DRPCM on an acting basis in the absence of the DRPCM and assisting the DRPCM in completing this DRP project.

### 4.12.3 Project Team Responsibilities

The Project Team member's responsibilities shall include but not necessarily be limited to:

- a. Coordinating and monitoring progress of DRP tasks which are assigned to user departments.
- b. Performing day-to-day tasks and keeping the Project Coordinator

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informed as to task status.

- c. Providing technical support in the areas of Communications, Applications, Computer Systems, and Computer Operations.

### 4.12.4 Contractor Responsibilities

The Contractor's responsibilities shall include but not necessarily be limited to:

- a. Designating a Lead Consultant as spokesperson to whom all communications shall be addressed and who shall have authority to make decisions on behalf of the Contractor.
- b. Delivering the products listed in Section 4.6, DELIVERABLE PRODUCTS AND SERVICES.
- c. Holding monthly project status meetings with the DRPCM to provide project updates.
- d. Submitting monthly updates of Gantt charts, resource usage reports, and status reports on all project phases.
- e. Facilitating the review and final acceptance of documents by submitting periodic preliminary drafts of the documents for review and comments to the DRPCM.
- f. Presenting the project's phase reports to the DRPCM.
- g. Monitoring all vendors responsible for this system.
- h. Providing technical and consultant support from 8:00 a.m. to 4:00 p.m., Hawaiian Standard Time (HST), except Hawaii State holidays, during development of the DRP.
- i. Responding to any questions about the DRP Project within three working days of any such inquiries upon request by the DRPCM.
- j. Preparing evaluation of Acceptance Test and submitting it to the DRPCM for review and analysis.
- k. Providing technical information, data layouts, and file characteristics for information to be imported to update the disaster recovery plan data files.

### 4.12.5 State Department and Agency Responsibilities

State departments and agencies will participate under ICSD's management to aid in further developing the DRP. The State departments' and agencies' responsibilities shall include but not necessarily be limited to:

- a. Identifying any critical application systems processed at the State's Central Computing Site. This includes:

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- 1) Coordinating any technical programming support with the department's data processing staff or contracted vendor, ICSD User Application Branches, and ICSD Systems Services Branch.
  - 2) Coordinating technical network and telecommunications support with the department's network and telecommunications staff, ICSD Systems Networking Branch, and ICSD Systems Services Branch.
- b. Implementing adequate backups for production application systems data files, application programs files, and documented procedures for production application systems and for locating the backups at an offsite storage location. They will be responsible to synchronize the backed up files and documented procedures for the recovery of the production application systems. The backups will be essential for the recovery of critical application systems.
- c. Implementing the department's interface to the DRP. This includes:
- 1) Coordinating critical application interfaces for recovery and restoration efforts at the SARC.
  - 2) Providing guidelines, procedures, and temporary measures to meet any Federal and legal requirements.
  - 3) Providing SARC staff and procuring any necessary equipment and hardware.
- d. Selecting a DRP Coordinator to coordinate the department's recovery and restoration activities and interfaces at its SARC with the Project Team. This shall include regular testing of the DRP.
- e. Developing and implementing temporary processing procedures for statewide users of the critical applications. The department or agency will implement these procedures to coordinate efforts to access, record, and maintain information until computer processing and services are restored for the critical applications.

### 4.13 MAINTENANCE OF OFFICES

During the development of all project tasks, it will be necessary for all members of the Project Team to work together. The Contractor shall maintain offices in Hawaii, preferably in the downtown Honolulu area. The State will not provide office space or office supplies for any contracted personnel. Contractor must provide and use their own personal computer, office space, and office equipment and supplies while compiling, analyzing, and developing the information for the DRP.

The State may make available temporary work space and equipment when



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possible, during the contract duration, but not on a full-time basis.

### **4.14 DISASTER RECOVERY PLAN SOFTWARE SPECIFICATIONS**

In order to manage, organize, and merge information into a comprehensive DRP, the Contractor must provide a tool such as personal computer disaster recovery plan software. Contractor shall be responsible to coordinate the merging of the information and text into a Master DRP. The personal computer disaster recovery plan software shall be the same personal computer disaster recovery plan software that the Contractor uses for the duration of this project.

#### **4.14.1 DRP Software Licensing**

The type of license must be a site license which allows installation and use of the software at any ICSD location. There must also be an option which allows the State to upgrade the software license to a corporate level license with a minimum of 25 copies of the software and associated manuals and documentation.

Licensing rights will authorize ICSD to reproduce DRP materials for exclusive use by the State. Such materials shall include but not be limited to training guides, student handouts, copies of DRP procedures, and lists of critical applications.

Licensing rights will authorize ICSD to use copies of the software for the sole purpose of developing and maintaining the DRP. Limited licensing rights will permit other State departments and agencies to update information pertaining to their respective critical application systems and procedures for the DRP.

#### **4.14.2 DRP Software Training**

In-depth technical training for the DRP software is required so that the ICSD technical staff will be capable of independently installing, maintaining, and modifying the software. The training will take place in Honolulu, Hawaii. Contractor will provide the necessary training materials. Any facility and equipment requirements must be requested in writing to the DRPCM three (3) weeks in advance of any training. The technical training content will include:

- a. Purge, merge, import, and export data files
- b. Backup and restore the Disaster Recovery Plan software
- c. Backup and restore all DRP files, or a selected set of DRP files
- d. Modification of the software to add, change, and delete data fields, screen layouts, and reports

#### **4.14.3 DRP Software Technical Specifications**

In order for ICSD to be able to use the software efficiently and effectively, the software must be capable of providing a means to plan and

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maintain the DRP. Following are the technical specifications for the software. The Disaster Recovery Plan software must:

- a. Be year 2000 compliant and have been used in the disaster recovery planning business, preferably:
  - 1) For at least five years, and
  - 2) Have been used to recover from an actual disaster.
- b. Have the capability of processing information for mainframe computers, network and telecommunication environment, mini-computers, and LANS.
- c. Be designed to operate on a personal computer that meets the following compatibility requirements:
  - 1) IBM or compatible personal computer
  - 2) VGA or SVGA color monitor
  - 3) 4MB RAM, minimum
  - 4) Windows 3.1 or greater
  - 5) Hard disk space
    - 40MB or less for full version of software
    - 20MB or less for run time version software
  - 6) 3.5" diskette drive, 1.44MB or greater capacity
- d. Include a relational database with the following:
  - 1) Recovery teams and members files that can be queried. Information shall include:
    - Recovery team, position, member's and alternate's name
    - Residence address, city, and zip code
    - Phone number and alternate phone number with indicator for unlisted phone numbers.
  - 2) Inventory files that can be used for reviewing resource availability, damage assessment, and status reporting. Inventory information shall include:
    - Equipment which can be categorized by type and system.
    - Forms for production application systems and their respective supply vendor names, phone numbers

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and street addresses.

- Software and hardware vendors with the names, day-time phone numbers, and off-hours phone numbers of their respective contact persons and technical support persons.
- 3) Capability of reporting on critical application files which include processing information, resources, and a minimum of 8 potential time periods ranging from one day to one year that processing can become critical.
  - 4) Capability to import and export files via removable diskette. Software must be able to handle files generated in ASCII and major word processing, spreadsheet, and data base formats.
  - 5) Be capable of searching for specific items, groups of items, or functions. There should be the option to match partial or exact item searches.
  - 6) Provide the option to replicate non-key information when in continuous add or insert mode.
- e. Be capable of changing the titles for recovery positions so they are applicable to government structure, for example CEO to governor.
  - f. Have the capability for other State departments and agencies to develop and maintain their departmental disaster recovery plans on a runtime version of the software. The departmental information will be exported and merged into the Master DRP.
  - g. Have the capability to log DRP information by date of last change and produce log reports.
  - h. Be capable of reporting information based on specific designated processing dates. Reports should indicate which applications are critical on the specified date. All applications are to be listed in sequence of criticality. See section 4.5.2.a, Critical Application Processing Cycle.
  - i. Provide the capability to facilitate the recovery process; to manage the recovery and processing of critical application systems; to track network and telecommunications recovery requirements and resources; and to document the activation of recovery and restoration procedures.
  - j. Be capable of easily customizing any screen layouts and reports by adding, deleting, or changing field names, text, help screen text, and reports. This includes the capability of:

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- 1) Providing safety features to avoid inadvertent deletion of information.
  - 2) Providing options to immediately restore or undo the last deletion of data.
  - 3) Providing options or procedures to test and save modifications without affecting the production version until modifications are ready to be incorporated into production mode.
- k. Be capable of interfacing with major word processing software and with an ASCII text editing software without exiting the DRP software. The selection of word processing software should include WordPerfect for DOS, WordPerfect for Windows, and MS-Word.
- l. Be capable of easily setting up printer configurations by selecting the brand and type of printer.
- m. Be capable of easily selecting specific portions of the DRP to be printed or exported, such as Hotsite and Coldsite recovery facilities requirements, critical application information, recovery team information, reports, the whole plan.
- n. Be easy and efficient to use, have clear and easily understood instructions, and have on-line help key functions.
- o. Have the option to exit from a screen without updating current data on the screen.
- p. Provide for integration of software systems that allow for the seamless capture of updates or modifications to production Job Control Language (JCL) statements in the job streams for critical application systems.
- q. Provide DRP software and data security capabilities. The security features shall include:
- 1) Types of access: read only, update, and delete
  - 2) Types of resources to be secured: data fields, files, and software modules
- r. Provide access and update capability to an on-line glossary of disaster recovery terms.
- s. Be capable of adding, changing, or deleting contingency plans for specific scenarios such as bomb threats, power outages, floods, union strikes. Each scenario shall:
- 1) Be independent from other scenarios

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- 2) Have the capability of referencing data which has been entered into the database
- 3) Include explicit and brief guidelines detailing tasks and activities to address the situation. These are to include but not necessarily be limited to strategies, procedures, roles and responsibilities of teams.
- t. Provide two (2) hard copies and one (1) electronic copy of the following manuals:
  - 1) User guide
  - 2) Technical reference guide
  - 3) Instructor's training guide
  - 4) Student course reference
  - 5) Student handouts

### **4.15 WARRANTY REQUIREMENTS**

Any hardware and software supplied with the contract shall be warranted by Contractor to be free of defects for twelve (12) months from the date of acceptance by the State. Consultation, correction of defects, and providing upgrades will be done by the vendors supplying the software with Contractor's oversight. There will be no maintenance or lease charges to the State during warranty periods. The Offeror is to detail the specifics of the warranties in Section VI of the Proposal, see Appendix E, PROPOSAL COMPLIANCE REVIEW. Information relating to price can be found in Section 5.3.7, Price.

### **4.16 POST IMPLEMENTATION SUPPORT**

The Contractor shall provide technical and consultant maintenance support from 8:00 a.m. to 4:00 p.m., Hawaiian Standard Time (HST), except Hawaii State holidays. This support will be for a period of one (1) year with an optional one (1) year extension after the final acceptance and implementation of the DRP. For information relating to pricing, see Section 5.3.7, Price.

## 5 CONTENTS OF PROPOSAL

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### 5.1 FOREWORD

This section prescribes the standard format for a Proposal submitted in response to this RFP. The standard format will make it easier for the PRC to review, compare, and evaluate Proposals, and to check to see that the minimum requirements are met by each Proposal. The format is not an attempt to limit the content of a proposal in any way. The Offeror may include any additional data or information that is deemed pertinent to this RFP. However, a proposal should be prepared simply and economically, providing a straightforward and concise delineation of the Offeror's ability to satisfy the requirements of this RFP.

### 5.2 TRANSMITTAL LETTER

A Transmittal Letter shall be included with to the Proposal. The Transmittal Letter shall be in the form of a standard business letter on official business letterhead and shall be signed by an individual authorized to legally bind the Offeror and be affixed with the corporate seal, if any. The letter shall include a statement that Offeror understands and will comply with all terms and conditions in the RFP.

#### 5.2.1 Offeror statements

The Letter shall include:

- a. A statement indicating that the Offeror, and its subcontractors, if any, are corporations or other legal entities.
- b. A statement that the Offeror and its subcontractors, if any, are or will be registered to do business in Hawaii and will obtain State General Excise Tax Licenses by the start of the work.
- c. A statement which acknowledges that all addenda to this RFP have been received by the Offeror and lists the titles of each addendum received. If no addenda have been received, a statement to that effect shall be included. Appendix G, ADDENDUM LOG, lists all addenda that have been issued.
- d. A statement that the Offeror's Proposal and the prices listed in the Proposal are firm and shall remain so throughout the Contract period.
- e. A statement acknowledging that the Offeror is aware that the successful Offeror will be prohibited from bidding on the hardware, software and services that are recommended at the end of Phase 1.

#### 5.2.2 Subcontractor Statements

If subcontractors will be used, a statement from each subcontractor must be appended to the Transmittal Letter, signed by an individual authorized to legally bind the subcontractor and stating:

## 5 CONTENTS OF PROPOSAL

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- a. The general scope of work to be performed by subcontractor.
- b. The subcontractor's willingness to perform the work indicated.

### 5.3 PROPOSAL

#### 5.3.1 Introduction

When an Offeror submits a Proposal, it shall be considered a complete plan for accomplishing the tasks described in this RFP and for accomplishing any supplemental tasks the Offeror has identified as required to successfully produce the deliverables. The Offeror's plan must demonstrate an understanding of and the ability to meet and perform all contractual requirements listed in this RFP, including all contractual services.

Should the instance arise that last minute corrections to the Proposal are necessary, they are to be made and initialed in ink by the person signing the proposal for the Offeror. See Section 5.3.10, Corrections.

All Proposals will remain confidential until a contract is executed by all parties. Thereafter, the winning Proposal will be made public except for those sections which the Offeror considers, and the State agrees, to be trade secrets or proprietary material. All unsuccessful Offerors' Proposals shall be a part of the contract file and available to public inspection.

Proposals shall include parts explained in section 5.2, TRANSMITTAL LETTER, and Section 5.3.2, Executive Summary through Section 5.3.9, Attachments. The Proposal shall use the section titles as listed below for identification purposes. In addition, warranties as stated in Section 4.15, WARRANTY REQUIREMENTS, of the RFP must be addressed as a separate section within the Proposal. The Proposal shall be organized as follows:

- Section I: Transmittal Letter
- Section II: Executive Summary
- Section III: Project Approach, Work Plan and Schedule
- Section IV: Organization and Staffing
- Section V: Background and Experience
- Section VI: Warranties
- Section VII: Price
- Section VIII: Certification
- Attachment A: Staff Résumés
- Attachment B: Staff References
- Attachment C: Financials
- Attachment D: References
- Attachment E: Tax Clearance
- Attachment F: Subcontractor Information
- Attachment G: Technical Point Response Worksheet
- Attachments H-Z: as assigned by Offeror

## **5 CONTENTS OF PROPOSAL**

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### **5.3.2 Executive Summary**

The Executive Summary shall condense and highlight the contents of the Proposal in such a way as to provide a broad but clear understanding of the entire proposal.

### **5.3.3 Project Approach, Work Plan and Schedule**

#### Project Approach:

This section shall provide an overview of the entire project with the objective of demonstrating the Offeror's understanding of the tasks involved to produce each of the deliverables. This section shall contain a description of how the Offeror proposes to carry out these tasks and why the approach was selected. It is important that this section not only demonstrate the Offeror's understanding of the requirements of the RFP, but also demonstrate an understanding of the current operation, operational environment, and functionality of the critical application systems. Therefore, the following considerations shall be included:

- a. The Offeror's approach and strategy for designing, procuring, and implementing a comprehensive integrated Disaster Recovery Plan.
- b. The reasons for selecting the proposed approach.
- c. The identification of specific, significant considerations in the user areas.
- d. The approach and strategy for addressing technological considerations.
- e. A delineation of any anticipated problem areas or potential pitfalls.

#### Work Plan and Schedule:

This section shall include a detailed work plan for the tasks required to produce each of the deliverables covered by this RFP. (See Section 4.8, WORK PLAN.) A Work Plan is crucial to allow the PRC to gauge the Offeror's relative understanding of the tasks at hand.

### **5.3.4 Project Organization and Staffing**

This section shall include:

- a. The project organization chart, showing the chain of authority and responsibility of the Offeror's project personnel. All personnel to be assigned to the project are to appear on the organization chart. Names and work locations of project personnel shall be included. The total number of personnel in the organization chart is to be shown.



## 5 CONTENTS OF PROPOSAL

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- b. Descriptive information for personnel, indicating their titles, fax and phone numbers, major areas of responsibility and location during each phase of the contract with proposed estimates of the staff-hours to be provided by each individual.
- c. Included in Attachment A, STAFF RÉSUMÉS, of the Proposal shall be a résumé of each individual who appears on the organization chart. Résumés shall highlight experiences on specific projects that may be related to this project. Résumés should contain information relating to each proposed staff member's experience, education, and skills. This should include, but not necessarily be limited to, specific degrees, dates, names of employers, position titles, and educational institutions.
- d. Included in Attachment B, STAFF REFERENCES, of the Proposal shall be references for each individual whose résumé is included in Attachment A, STAFF RÉSUMÉS. Use Form ICSD A-151, STAFF REFERENCE INFORMATION to list the information. See Appendix A, FORMS AND LETTERS. Form A-151 is to be used even if the reference names are included as part of the résumé. A minimum of three (3) references for each individual proposed as staff are required. Each reference shall include the reference person's name, telephone number, title, and address. References shall be former employers or persons who can provide information about a proposed staff member's experience and competence.
- e. In addition to including the résumé and reference information for the person designated as the Lead consultant, a narrative description is to be included for all projects previously performed by the Lead Consultant that are relevant to this project and that demonstrate the Lead Consultant's qualifications and experience. Each description shall include customer name, a description of the project, the time period of the project and the computer environment used. References and contact telephone numbers shall be provided.
- f. If subcontractors are used, the information required in items a-e in section 5.3.4, Project Organization and Staffing, must also be provided for the subcontractors.
- g. For information relating to date of employment for employees and subcontractors, see Section 4.11, CONTRACTOR STAFFING.

### 5.3.5 Background and Experience

This section shall include for the Offeror and for each subcontractor (if any): the background of the Offeror, its size and resources, details of business experience relevant to the project, and a list of other current or recent related

## 5 CONTENTS OF PROPOSAL

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projects. The proposal shall include the following:

- a. A description of projects previously performed by the Offeror that are relevant to this project and demonstrate the Offeror's qualifications and experience. Each description shall include customer name, a description of the project, the time period of the project and the computer environment used.
- b. Included in Attachment C, FINANCIALS, of the Proposal shall be the financial statements for the Offeror, preferably audited, for the previous three years. If this data is unaudited, copies of filed tax returns must be provided. As with trade secrets or other proprietary data, an Offeror shall request in writing, nondisclosure of the financial information to be kept confidential. Otherwise, contents of all proposals shall be made public as provided in section 3-122-58 H.A.R. after a contract is signed by all parties.
- c. Identification of litigation currently impacting the company, if any.
- d. Included in Attachment D, REFERENCES, of the Proposal shall be at least three (3) recent client references. These are to include the name and address of the client organization; name, title, and telephone number of the contact person; date, duration and brief description of work performed for the client. By listing the references, Offeror grants the State authorization to contact these client references.
- e. Included in Attachment E, TAX CLEARANCE, of the Proposal shall be an original or certified copy of a tax clearance issued by the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS). The tax clearance shall be obtained on the two-part Tax Clearance Application (Form A-6) that combines DOTAX and IRS tax clearances. Please refer to the attached Tax Clearance Packet for the forms, Appendix A, FORMS AND LETTERS.

The tax clearance submitted with a sealed offer must be valid on the solicitation ad date or any date thereafter up to the offer due date. A valid tax clearance received with a Proposal will remain valid for contract award.

### 5.3.6 Warranties

In this section any hardware and software supplied with the contract shall be specified. The minimum specification for warranties is contained in Section 4.15 WARRANTY REQUIREMENTS. Any warranties which are over and above the minimum requirements specified in this RFP shall be considered a plus during the evaluation of the Proposal by the PRC.

### 5.3.7 Price

Offerors shall propose a total price to complete all tasks in this RFP.

## 5 CONTENTS OF PROPOSAL

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Offerors shall also break-down the price into each of the project phases: Phase 1, Master DRP Design and Development; Phase 2, Hotsite/Coldsite Services Procurement Preparation; and Phase 3, DRP Integration with Hotsite/Coldsite Services. Price for post implementation support of the DRP software is to be listed separately. Price for maintenance of DRP software after the expiration of the warranty is to be provided separately. A further breakdown of the pricing structure may be requested during the Proposal Review.

The Proposal shall also indicate hourly costs for each of the personnel assigned to the project. Include in the Proposal all travel to and from the Continental U.S. and living expenses required for completion of the project.

The prices will be inclusive of all federal, state and local taxes. Proposals that request compensation on the basis of cost plus or open-ended rate schedules will not be considered.

The prices should not include the acquisition or installation costs for the Hotsite and Coldsite hardware and software recommended in Phase 1. The Phase 2 price should include the Offeror's costs for preparing the documents, assisting the DRPCM, and monitoring the processes of procurement. The Phase 3 price should include the Offeror's costs for DRP integration with the Hotsite and Coldsite services.

### 5.3.8 Certification

Included in Section VIII, Certification, there are to be the following letters:

- Letter of Non-Disclosure
- Certification Letter

The Letter of Non-Disclosure is to follow the sample shown in APPENDIX F, LETTER OF NON-DISCLOSURE. The Certification Letter shall be in the form of a standard business letter on official business letterhead and shall be signed by an individual authorized to legally bind the Offeror and be affixed with the corporate seal, if any. The Certification Letter shall include statements to the following:

- a. The prices and cost data were arrived at independently, without consultation, communication, or agreement with any other Offeror or competitor.
- b. Unless otherwise required by law, the prices and cost data that were submitted have not been knowingly disclosed by the Offeror, directly or indirectly, to any other Offeror or competitor at or prior to the submission of the Proposal and will not knowingly be disclosed directly or indirectly prior to the award of the contract.
- c. No attempt was made or will be made by the Offeror to induce any other person or firm to submit or not to submit a proposal for

## 5 CONTENTS OF PROPOSAL

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the purpose of restricting competition.

- d. In the event that there is a delay in contract signing, the price shall remain in effect for six (6) months following the date that proposals are due.

### 5.3.9 Attachments

The Attachments are designed to make it easier for the Offeror to organize the supporting information which is being submitted with the proposal. The Attachments will also aid the PRC in the review process. The organization of the Attachments is as follows:

- |               |   |
|---------------|---|
| Attachment A. | Staff Résumés. This attachment is used to document the qualifications of proposed staff. It is to contain a résumé for each person who is proposed to work on the project. There is no prescribed format for the résumés. However, they should be brief and concise, containing relevant educational, personal, and employment history information. |
| Attachment B. | Staff References. This attachment is used to organize information relating to the verification of qualifications of proposed staff. It is to contain at least one (1) completed form ICSD A-151 listing three (3) references for each person whose résumé is included in Attachment A. See Appendix A, FORMS AND LETTERS.                           |
| Attachment C. | Financials. This attachment is used to document the financial position and stability of the business entity submitting the Proposal. It is to contain the financial statement or balance sheet for the Offeror. It is preferred that it be audited.   |
| Attachment D. | References. This attachment is used to document the business reputation and practices of the business entity submitting the Proposal. It is to contain at least one (1) completed form ICSD A-152, CONTRACTOR REFERENCES, listing three (3) corporate references. See Appendix A, FORMS AND LETTERS.  |
| Attachment E. | Tax Clearance. This attachment is used to document that the Offeror is current on all tax obligations to the State and Federal governments. It is to contain the completed tax clearance forms found in Appendix A, FORMS AND LETTERS, TAX CLEARANCE PACKET.  |

## 5 CONTENTS OF PROPOSAL

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- Attachment F. Subcontractor Information. This attachment is to be used to document subcontractor qualifications. If subcontractors are not to be used, the Offeror should include a statement to that effect in this attachment. For each subcontractor to be used this attachment is to contain at least one (1) completed form ICSD A-153, SUBCONTRACTOR REFERENCES, listing three (3) references for that subcontractor. See Appendix A, FORMS AND LETTERS. In addition to the completed A-153 forms, the information required in items a-e in Section 5.3.4, Project Organization and Staffing, must also be provided for each subcontractor.
- Attachment G. Technical Point Response Worksheet. This attachment is to contain the Technical Point Response Worksheet from the RFP Appendix A, FORMS AND LETTERS. The Worksheet is used by the Offeror to generate a manual and page location cross reference that lists RFP requirements with the Offeror's proposal on a point by point basis. This attachment is used to facilitate the review process by the State.
- Attachment H-Z. These attachments are reserved for the Offeror to assign as necessary or desired.

### 5.3.10 Corrections

Any and all last minute corrections or modifications to the Proposal are to be made in ink on the copy marked ORIGINAL. See section 5.4, PACKAGING OF PROPOSAL. Corresponding pages in the copies must also contain the changes. Modifications to the ORIGINAL are also to be initialed in ink by the person signing the proposal for the Offeror. The corrections must be legible. The initials of the person authorizing the modification must be recognizable. Modifications which are not made in ink and initialed will be ignored. Modifications which appear in copies but are not in the ORIGINAL will be ignored.

## 5.4 PACKAGING OF PROPOSAL

Ten (10) sets of the Proposal are required, one to be clearly marked as ORIGINAL and the others as COPY \_\_\_\_ of 9 COPIES. The original is to be single sided, unbound and is to be signed by the person with the authority to commit the Offeror.

## 5 CONTENTS OF PROPOSAL

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The envelope of the Proposals must:

- Be clearly marked as follows:  
  
DAGS DISASTER RECOVERY PLAN PROPOSAL  
SUBMITTED IN RESPONSE TO RFP NO. ICS-FY-98-24  
STATE OF HAWAII  
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES,  
ICSD  
1151 PUNCHBOWL ST. B10  
HONOLULU, HAWAII 96813
- Indicate the name, address, telephone number and FAX number of the Offeror; and,
- Be sealed.

### 5.5 BEST & FINAL OFFER

Following the discussions between the PRC and the Priority Listed Offerors, the Priority Listed Offerors may be asked to provide a Best & Final Offer. In an effort to allow more time for Offerors to prepare a Best & Final Offer, the State at its option may make a verbal request for the Offerors to submit a Best & Final Offer. If a verbal request is made, formal notification will be forthcoming either by the State sending the Offerors a fax or by mailing the notification request via the US Postal Service. See Appendix A, FORMS AND LETTERS, for a sample of the form letter, Notification Request for Best & Final Offer.

If a Best & Final Offer is identical to the initial proposal, the Offeror need only send a notification stating this fact and the previous submittal will be used as the Best & Final Offer. This letter shall be in the form of a standard business letter on official business letterhead stationary, shall indicate the Offeror's exact legal name, and shall be signed by an individual authorized to legally bind the Offeror.

The Best & Final Offer must be submitted by the date and time specified in Section 2.4, SIGNIFICANT DATES.

The Offeror is requested to use the exact legal name, as registered at the State of Hawaii, Department of Commerce and Consumer Affairs, in the appropriate space on the Proposal forms. Failure to do so may delay execution of the contract.

### 5.6 PACKAGING OF BEST & FINAL OFFER

The format of the BEST & FINAL OFFER is the same as the format specified for the Proposal in Section 5.3, PROPOSAL. The Offer has to submit only pages that have been modified or are new. The Offeror shall highlight on all copies any items which vary from the original offer.

Ten (10) sets of the Best & Final Offer will be required, one clearly to be marked as ORIGINAL and the others as COPY \_\_\_ of 9 COPIES, the original to be signed by a person with the authority to commit the Offeror.

## **5 CONTENTS OF PROPOSAL**

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The envelope for the Best & Final Offer must:

- Be clearly marked  
"DAGS DISASTER RECOVERY PLAN BEST & FINAL OFFER"
- Indicate the name, address, telephone number and FAX number of the Offeror; and,
- Be sealed.

## **6 PROPOSAL EVALUATION**

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### **6.1 EVALUATION COMMITTEE**

Proposals submitted by the deadline specified in Section 2.4, SIGNIFICANT DATES in response to this RFP shall be evaluated by the PRC. Any member of the PRC who is in a conflict of interest, as defined by the Rules of the Ethics Commission, shall be immediately replaced.

### **6.2 PROPOSAL COMPLIANCE REVIEW**

The PRC shall perform an initial evaluation of each Proposal to determine whether it complies with and is responsive to the RFP instructions. At this stage, Proposals will be reviewed for timeliness of submission, completeness, and compliance with the requirements and qualifications specified in this RFP. The Executive Summary and the Background and Experience sections will be evaluated as part of the Compliance Review. The PRC reserves the right to contact any of the Offeror's previous clients, client references, subcontractors, proposed staff, or individuals listed as staff references to assess the Offeror's and Proposed Staff's qualifications. The PRC will evaluate the price and its supporting documentation against realistic contemporary prices. The PRC will also be evaluating the price to confirm that the total of the individual proposal item prices matches the Total Proposal Price. In case of an error in addition, the sum arrived at after adding the individual proposal items prices will govern. Offerors must include all required items in order to qualify. The checklist of items is included in Appendix E, PROPOSAL COMPLIANCE REVIEW.

At this stage, the evaluation of the Proposals shall be on a "pass/no pass" basis. Those Proposals that do not comply with the requirements of the RFP will be rejected from further consideration. All Offerors will be sent a Compliance Review Results Notification. See Appendix A, FORMS AND LETTERS, for a sample of the letter. See Section 2.4, SIGNIFICANT DATES, for the date that the notification will be sent.

### **6.3 SUBSTANTIVE EVALUATION**

Those Proposals that meet the requirements of the RFP during the Compliance Review shall then be fully evaluated according to the criteria listed below. Overall, the Proposal must demonstrate the Offeror's understanding of the issues and the ability to meet and satisfactorily produce all requirements and services listed in the RFP. Given the work plan, the price must be realistic and competitive. The work plan must illustrate an aggressive approach. The Price and the Work Plan should maximize the State's limited resources.

Each member of the PRC will rank the Proposals from best to worst. The rankings and the rationale for the positioning will then be discussed at evaluation meetings by the PRC members. When the discussions have concluded, the members will be asked to rank the Proposals independently. The individual PRC member's Proposal rankings will be averaged to develop a ranking list. A minimum of three (3) Proposals with the highest average ranking will be designated as the Priority Listed Offerors.



## 6 PROPOSAL EVALUATION

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The PRC will use the following criteria for the substantive evaluation of the Proposals and as a basis for their ranking:

Cat Id	Evaluation Category	Points	Percent
EC-1	Project Approach, Work Plan, and Schedule	250	25%
EC-2	Project Organization and Staffing; Résumés and qualifications of personnel assigned to the project	200	20%
EC-3	Background, Financials, and Warranties	50	5%
EC-4	Price	150	15%
EC-5	Depth of understanding issues and Scope of Work	150	15%
EC-6	Client References that demonstrate the ability of the Offeror to perform based upon the Offeror's experience and performance on similar projects	150	15%
EC-7	Creativity in the overall approach and in the approach to each phase of the project	50	5%

### 6.4 NON-DISCLOSURE OF PROPOSALS

The contents of any proposal shall not be disclosed during the review, evaluation, discussion or negotiation process. Once a contract has been signed by all parties, all proposals, successful and unsuccessful, become available for public inspection. Offerors shall designate in writing those portions of the unpriced proposal that contain trade secrets or other proprietary information that is to remain confidential, subject to H.A.R. Section 3-122-58. Those sections which the Offeror and the State agree are confidential and/or proprietary shall be excluded from access. Confidential material shall be readily separable from the proposal in order to facilitate inspection of the nonconfidential portion of the proposal.

### 6.5 DISCUSSIONS

Any discussion or clarification of proposals may be sought from any or all Offerors. Further discussions may also be held with the Priority Listed Offerors. These discussions are intended to answer any questions the PRC may have regarding an Offeror's proposal.

The content and extent of each discussion will be determined by the PRC's evaluation of the deficiencies in each proposal. The PRC will not indicate to an Offeror a price that it must meet in order to obtain further consideration nor will the PRC advise an Offeror of its price standing relative to another Offeror. However, the PRC may inform an Offeror that its price is considered too high or unrealistic.

The PRC will attempt to disclose all deficiencies noted in the proposal. These deficiencies may include: proposed personnel that the PRC considers unqualified; unrealistically low or high pricing; unrealistically low or high estimated efforts; and questionable technical or management approaches.

The PRC will not disclose technical, managerial, or pricing solutions to noted deficiencies. The intent of the Discussion is **not** to initiate a pricing or service auction, but rather to give the Offeror the opportunity to correct proposal deficiencies.

## **6 PROPOSAL EVALUATION**

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The PRC shall establish procedures and schedules for conducting discussions and keep a record of the date, place, purpose, and those attending. Priority Listed Offerors shall be accorded fair and equal treatment with respect to any opportunity for discussions and revisions of proposals.

If during the discussions there is a need for any substantial clarification or change of the RFP, the RFP shall be amended by an addendum. Appendix G, ADDENDUM LOG, lists all addenda that have been issued. Such addenda to the RFP shall be distributed only to the Priority Listed Offerors. The Priority Listed Offerors shall be permitted to submit new proposals or amend those submitted. After Best & Final Offers are received, final evaluations will be conducted. The PRC will make the final recommendation to the Issuing Officer for selection of the contractor for an award.

## **7 GENERAL PROPOSAL REQUIREMENTS AND CONDITIONS**

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### **7.1 WITHDRAWAL OF PROPOSALS**

Any Offeror is allowed to withdraw its proposal, either personally or by written request, at any time before opening of the proposals, provided that such notification is received by the Contact Person (see Section 2.5, ISSUING OFFICER AND CONTACT PERSON) before the opening of proposals. Any of the Priority Listed Offerors may withdraw its proposal, either personally or in writing, at any time before opening of the Best & Final Offer. Negligence on the part of the Offeror in preparing its proposal confers no right of withdrawal or modification of the Proposal after such proposal has been opened.

### **7.2 COST OF PROPOSAL PREPARATION**

Costs for developing the Proposal are solely the responsibility of the Offeror, whether or not any award results from this solicitation. The State of Hawaii will not reimburse such costs.

### **7.3 DISPOSITION OF PROPOSALS**

All proposals become the property of the State of Hawaii. The successful Proposal will be incorporated in the resulting contract by reference. The unsuccessful Proposals become a part of the contract file.

### **7.4 EXECUTION OF CONTRACT**

The successful Offeror will be required to enter into a formal written contract with the State in accordance with the laws, rules and regulations of the State of Hawaii. A sample contract form is included as Appendix D, SAMPLE CONTRACT FORM.

The State does not encourage, and will not in any way be bound by, work performed on behalf of the State without approval by the State and without a fully executed contract. The successful Offeror shall be required to follow the approved schedule at all times. Any scheduled work performed by the contractor prior to approval by the State to proceed is done at the contractor's own risk. See Appendix A, FORMS AND LETTERS, for a sample of the form letter, Notice to Proceed.

The successful Offeror will also be required to execute a "Letter of Non-Disclosure" if they utilize the SDM/Structured manuals. See Appendix F, LETTER OF NON-DISCLOSURE for the sample non-disclosure letter.

Offerors warrant and represent that they have read and are familiar with the contractual requirements set forth in this RFP and any appendices and addenda, the provisions of which are expressly incorporated into this RFP by reference as though fully set forth at length herein.

## **7 GENERAL PROPOSAL REQUIREMENTS AND CONDITIONS**

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### **7.5 USE OF FACSIMILES**

Copies of documents transmitted by Offerors via facsimile machines shall be limited to modifications or withdrawal of an offer pursuant to sections 3-122-108 H.A.R. and 3-122-28 H.A.R., respectively.

### **7.6 APPROVALS**

Any agreement arising out of this RFP is subject to the approval of the Department of the Attorney General as to form, and to all further approvals, including the approval of the Governor, required by statute, regulation, rule, order, or other directive.

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## **APPENDIX A**

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### **FORMS AND LETTERS**

This appendix is included to aid the Offeror in submitting a proposal and to provide sample forms of letters.

#### **FORMS**

The following blank forms are included and must be submitted with the proposal:

##### **TAX CLEARANCE PACKET**

- NEW TAX CLEARANCE PROCEDURES, Effective December 1, 1997
- REVISED TAX CLEARANCE APPLICATION, FORM A-6, Effective February 1, 1998, information sheet
- TAX CLEARANCE APPLICATION, FORM A-6 (Rev.1998)
- INSTRUCTIONS FOR FORM A-6 TAX CLEARANCE APPLICATION (Rev.1998)

ICSD A-151, STAFF REFERENCE INFORMATION

ICSD A-152, CONTRACTOR REFERENCES

ICSD A-153, SUBCONTRACTOR REFERENCES

ICSD A-154, TECHNICAL POINT RESPONSE WORKSHEET

#### **LETTERS**

The following sample letters are included

COMPLIANCE REVIEW RESULTS NOTIFICATION

BEST & FINAL OFFER REQUEST

NOTICE TO PROCEED

## **APPENDIX A**

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The Tax Clearance forms are manually inserted into the RFP specifications and are not available on the website version of this RFP at the current time.

The Tax Clearance forms are in the process of being prepared for the website and will replace this page at a later date.

# INFORMATION AND COMMUNICATION SERVICES DIVISION

## STAFF REFERENCE INFORMATION

To be completed by Offeror. (See instructions on back of form).

OFFEROR INFORMATION		
1. Name of Offeror		2. RFP Reference Number
STAFF INFORMATION		
3. Proposed Staff Name on Résumé	4. Position	7. Phone Number

REFERENCE #1 INFORMATION	
6. Reference Name	7. Phone Number
8. Title	
9. Organization Name	
10. Organization Address	

REFERENCE #2 INFORMATION	
6. Reference Name	7. Phone Number
8. Title	
9. Organization Name	
10. Organization Address	

REFERENCE #3 INFORMATION	
6. Reference Name	7. Phone Number
8. Title	
9. Organization Name	
10. Organization Address	



11. Additional Comments

ICSD A-151. STAFF REFERENCES

**A. WHEN USED**

To document references of staff proposed by an Offeror responding to an RFP.

**B. GENERAL** Please type of print when completing this form.

The Offeror information is required to identify the company or individual completing the form. The RFP Reference Number is required to associate the subcontractor information with a specific Offeror and RFP.

Three (3) information areas are used to document the references for a proposed member of the staff. Should the Offeror desire to submit more references for an individual, additional forms may be used or the additional information may be included in box 11, Additional Comments.

**C. OFFEROR INFORMATION.**

1. NAME OF OFFEROR. The name of the Offeror or company for which staff references are being submitted.
2. RFP REFERENCE NUMBER. The State's identification reference number associated with the RFP.

**D. STAFF INFORMATION.**

3. PROPOSED STAFF NAME ON RÉSUMÉS. The name of the person who is proposed as staff for the project and for whom a résumé has been submitted.
4. POSITION. The title or position of the person identified as Proposed Staff. i.e. Lead Consultant, Systems Analyst, Project Manager, Programmer, etc.
5. PHONE NUMBER. The area code and telephone number at which the individual identified as Proposed Staff can be reached during normal business hours. If there is an extension number, it is to be included. If there is a recommended time to call the proposed staff person, the hours and time zone are to be noted above the phone number. i.e. Call 8-11am EDT or 1-5pm EDT; CALL only 8:30am-10:30am CST.

**E. REFERENCE INFORMATION for #1, #2, and #3.**

6. REFERENCE NAME. The full name of the person who is Listed as a reference and can provide information about the Proposed Staff's experience and competence.
7. PHONE NUMBER. The area code and telephone number at which the Reference Name can be reached during normal business hours. If there is an extension number, it is to be included. If there is a recommended time to call the Reference Name, the hours and time zone are to be noted above the phone number. i.e. CALL 8-11am EDT or 1-5pm EDT; CALL only 8:30am-10:30am CST.
8. TITLE. The title of the Reference Name. i.e. Director, MIS; Financial Analyst; Personal Friend, etc.
9. ORGANIZATION NAME. The name of the organization or company at which the Reference Name is employed
10. ORGANIZATION ADDRESS. The business address of the organization of the Reference Name.

## APPENDIX A

---

11. ADDITIONAL COMMENTS. Used for continuation notes or to document any other comments.

# INFORMATION AND COMMUNICATION SERVICES DIVISION

## CONTRACTOR REFERENCES

To be completed by Offeror. (See instructions on back of form).

### OFFEROR INFORMATION

1. Name of Offeror	2. RFP Reference Number
--------------------	-------------------------

### CLIENT #1 INFORMATION

3. Organization Name	4. Organization Address
5. Project Name	6. Project Dates Start: End:
7. Contact Name/Title Phone Number:	
8. Scope of Services to be Rendered:	

### CLIENT #2 INFORMATION

3. Organization Name	4. Organization Address
5. Project Name	6. Project Dates Start: End:
7. Contact Name/Title Phone Number:	
8. Scope of Services to be Rendered:	

### CLIENT #3 INFORMATION

3. Organization Name	4. Organization Address
5. Project Name	6. Project Dates Start: End:
7. Contact Name/Title Phone Number:	
8. Scope of Services to be Rendered:	

9. Additional Comments

ICSD A-152. CONTRACTOR REFERENCES

**A. WHEN USED**

To document client references of an Offeror responding to an RFP.

**B. GENERAL** Please type of print when completing this form.

The Offeror information is required to identify the company or individual completing the form. The RFP Reference Number is required to associate the subcontractor information with a specific Offeror and RFP.

Three (3) information areas are used to document completed or in-progress projects on which the Offeror has worked. Different organizations are to be used for each client information reference. Current or recent projects are to be Listed.

**C. OFFEROR INFORMATION.**

1. NAME OF OFFEROR. The name of the Offeror or company for which client references are being submitted.
2. RFP REFERENCE NUMBER. The State's identification reference number associated with the RFP.

**D. CLIENT INFORMATION for #1, #2, and #3.**

3. ORGANIZATION NAME. The name of the organization or company that is being used as a reference for work which is similar to that detailed in the RFP response.
4. ORGANIZATION ADDRESS. The business address of the organization.
5. PROJECT NAME. The title or name of the project on which work is to be performed by the Offeror for the client.
6. PROJECT DATES.

START. The date on which work on the project began.

END. The date that work was completed or the date on which the project ended. If work on the project is still in-progress, the END is the scheduled date of completion for work on the project.

7. CONTACT.

NAME. The full name of the person working for the client organization who is knowledgeable about the work performed by the Offeror. This person will be contacted and interviewed regarding the quantity, quality, and timeliness of work performed by the Offeror. Separate the NAME from the TITLE with a slash (/).

TITLE. The title of the contact person in the client organization. i.e. Systems Analyst, CEO, Project Leader, MIS Branch Chief, etc.

PHONE NUMBER. The area code and telephone number at which the contact person can be reached during normal business hours. If there is an extension number, it is to be included. If there is a recommended time to call the contact person, the hours and time zone are to be noted above the phone number. i.e. CaLt B-11afn EDT or 1-5prn EDT; CALL only 8:30am-10:30am CST.

8. SCOPE OF SERVICES TO BE RENDERED. A brief paragraph describing the nature of the project, scope of work, and the project deliverables for the project performed for the client organization. Box #9 may be used for continuation or a separate sheet may be attached.
9. ADDITIONAL COMMENTS. Used for continuation notes or to document any other comments.

# INFORMATION AND COMMUNICATION SERVICES DIVISION

## SUBCONTRACTOR REFERENCES

To be completed by Offeror. (See instructions on back of form).

### OFFEROR INFORMATION

1. Name of Offeror	2. RFP Reference Number
--------------------	-------------------------

### SUBCONTRACTOR #1 INFORMATION

3. Organization Name	4. Organization Address
5. Project Name	6. Project Dates Start: End:
7. Contact Name/Title Phone Number:	
8. Scope of Services to be Rendered:	

### SUBCONTRACTOR #2 INFORMATION

3. Organization Name	4. Organization Address
5. Project Name	6. Project Dates Start: End:
7. Contact Name/Title Phone Number:	
8. Scope of Services to be Rendered:	

### SUBCONTRACTOR #3 INFORMATION

3. Organization Name	4. Organization Address
5. Project Name	6. Project Dates Start: End:
7. Contact Name/Title Phone Number:	
8. Scope of Services to be Rendered:	

9. Additional Comments

ICSD A-153. SUBCONTRACTOR REFERENCES

**A. WHEN USED**

To document subcontractor references of an Offeror responding to an RFP.

**B. GENERAL** Please type or print when completing this form.

The Offeror information is required to identify the company or individual completing the form. The RFP Reference Number is required to associate the subcontractor information with a specific Offeror and RFP.

Three (3) information areas are used to document proposed work to be performed by a subcontractor. Should more subcontractors be needed, use additional forms. Multiple tasks for the same subcontractor organization should be Listed separately if a different individual is named as the contact person.

**C. OFFEROR INFORMATION.**

1. NAME OF OFFEROR. The name of the Offeror or company for which subcontractor references are being submitted.
2. RFP REFERENCE NUMBER. The State's identification reference number associated with the RFP.

**D. SUBCONTRACTOR INFORMATION for #1, #2, and #3.**

3. ORGANIZATION NAME. The name of the organization or company that is being used as a subcontractor for work which is to be performed for an Offeror as proposed in the RFP response.
4. ORGANIZATION ADDRESS. The subcontractor's business address of the organization.
5. PROJECT NAME. The title, name or project phase designation on which work is to be performed for the Offeror by the subcontractor.
6. PROJECT DATES.

START. The scheduled date on which work on the project is to begin.

END. The date that work is scheduled to be completed or the date on which the subcontract is to end.

7. CONTACT.

NAME. The full name of the subcontractor contact person who is to work for the Offeror and who is knowledgeable about the work to be performed on the project. This person will be contacted and interviewed regarding the specific tasks and time frame of work to be performed for the Offeror. Separate the NAME from the TITLE with a slash (/).

TITLE. The title of the subcontractor contact person in the subcontractor's organization. i.e. Systems Analyst, CEO, Project Leader, MIS Branch Chief, Consultant, etc.

PHONE NUMBER. The area code and telephone number at which the subcontractor contact person can be reached during normal business hours. If there is an extension number, it is to be included. If there is a recommended time to call the subcontractor contact person, the hours and time zone are to be noted above the phone number. i.e. CALL 8-11am EDT or 1-5pm EDT; Call only 8:30am-10:30am CST.

8. SCOPE OF SERVICES TO BE RENDERED. A brief paragraph describing the nature of the subcontract, scope of services, and the project deliverables for the work to be performed for the Offeror. Box #9 may be used for continuation or a separate sheet may be attached.
9. ADDITIONAL COMMENTS. Used for continuation notes or to document any other comments.

**RFP No. ICS-FY-98-24**  
**TECHNICAL POINT RESPONSE WORKSHEET**

**RFP Specification**

**Cross Reference Location  
in Offeror's Proposal**

.....  
**ICSD A-154. WORKSHEET INSTRUCTIONS**  
.....

**A. WHEN USED**

By the Offeror to document where the technical points contained in the RFP specifications are addressed in an Offeror's Proposal

By the Proposal Review Committee to facilitate the review of the Proposal.

**B. GENERAL**

Please type or print when completing this form.

This Worksheet was generated using the RFP table of contents, Section 4, Scope of Work.

This form is to be completed and returned as Attachment G of the Offeror's Proposal.

This Worksheet is used by the Offeror to generate a manual and page location cross reference. The cross reference is done on a point by point basis. It associates RFP requirements with location in the Offeror's Proposal at which the requirements are addressed.

**C. RFP SPECIFICATION.**

Under this heading are the headings which occur in the Table of Contents of the RFP along with the technical points occurring in the body of the RFP.

**D. Cross Reference Location  
in Offeror's Proposal**

Under this heading are the blank line on which the Offeror is to record the section of the Proposal and the page number(s) on which the technical specification is addressed.

If the specification is NOT in the Proposal but is in a supporting manual, the name of the manual and the page number(s) are to be listed.

If the specification is addressed in more than one location in the Offeror's Proposal and/or documentation, only the two (2) major cross reference locations are to be given.

4	SCOPE OF WORK	_____
4.1	GENERAL STATEMENT	_____
4.2	PRIMARY OBJECTIVE	_____
4.3	PROJECT APPROACH	_____
4.3.1	Master DRP Characteristics	_____
a.	Efficient	_____
b.	Economically feasible	_____
c.	Functional	_____
d.	Manageable and user friendly	_____
e.	Accessible, yet secure	_____
4.3.2	Master DRP Guidelines and Strategies	_____
a.	Establish policy	_____
b.	Classify and prioritize critical application recovery sequence	_____
c.	List critical applications resource requirements	_____
d.	Define roles of Management Team	_____
e.	Define roles of Recovery Teams	_____
f.	Training of staff	_____
g.	testing using procedures	_____
h.	Plan maintenance	_____
i.	Availability of technical support services	_____
j.	Briefing departments and agencies	_____
k.	Recovery phases	_____
1)	Predisaster planning and preparations	_____
2)	Preliminary damage assessment	_____
3)	Disaster declaration	_____
4)	Notify/activate Management team	_____
5)	Notify State departments and agencies	_____
6)	day to day processing	_____
7)	Transfer from Hotsite to Coldsite	_____
8)	Transfer of operations to Restored Center	_____
9)	Steps to full restoration of Central Site	_____
4.4	PROJECT PHASES	_____
4.4.1	Phase 1: Master DRP Design and Development	_____
a.	Clearly define a Master DRP	_____
b.	Identify design options	_____
c.	Identify critical application systems	_____
d.	Implement and customize software	_____
e.	Procurement of hardware and software	_____
f.	develop budget estimate	_____
4.4.2	Phase 2: Hotsite/Coldsite Services Procurement Preparation	_____
a.	Prepare procurement documents for Hotsite/Coldsite subscription	_____
b.	Assistance in preparing and evaluating proposals	_____
c.	Analysis of bid proposals	_____
d.	Monitor obtaining Hot/Coldsite hardware/software, training, service	_____
4.4.3	Phase 3: DRP Integration with Hotsite/Coldsite Services	_____
a.	Monitor of Hotsite/Coldsite services integration	_____
b.	Hotsite/Coldsite documentation integration	_____
c.	Hotsite/Coldsite training	_____
d.	Monitor of first Annual DRP Test	_____
4.5	DISASTER RECOVERY PLAN SPECIFICATIONS	_____
4.5.1	Disaster Recovery Administration	_____
a.	Disaster Recovery Organizational Structure	_____
b.	Disaster Recovery Management Team	_____
1)	Providing hotline disaster recovery reporting	_____
2)	Communication with agencies	_____



**RFP No. ICS-FY-98-24**  
**TECHNICAL POINT RESPONSE WORKSHEET**

**RFP Specification**

**Cross Reference Location  
in Offeror's Proposal**

- |   |  |
|---|--|
| 3) Managing and operational support .....                 |  |
| 4) Restoration of Central Computing Site .....            |  |
| 5) Transition to permanent State Computing Site .....     |  |
| 6) Managing ad hoc requirements .....                     |  |
| c. Recovery Overview Task/Time Management Chart .....     |  |
| d. Identification of Disaster Recovery Teams .....        |  |
| 1) DRP Management .....                                   |  |
| 2) Damage Assessment .....                                |  |
| 3) Salvage .....  |  |
| 4) Transportation .....                                   |  |
| 5) Computer System Software .....                         |  |
| 6) System Networking .....                                |  |
| 7) System Security .....                                  |  |
| 8) Critical Applications .....                            |  |
| 9) Computer Operations .....                              |  |
| 10) Supplies and Logistics .....                          |  |
| 11) Computer Site Restoration .....                       |  |
| e. Disaster Recovery Team Descriptions .....              |  |
| 1) Team names and descriptions .....                      |  |
| 2) Narratives of Team responsibilities .....              |  |
| 3) Team tasks .....                                       |  |
| 4) Team action charts .....                               |  |
| 5) Team task logs .....                                   |  |
| 6) Team task checklists .....                             |  |
| 4.5.2 Critical Applications .....                         |  |
| a. Critical Application Processing Cycle .....            |  |
| b. Processing Priority of Critical Applications .....     |  |
| 4.5.3 Disaster Recovery Facilities .....                  |  |
| a. Hotsite Recovery Facility .....                        |  |
| b. Coldsite Recovery Facility .....                       |  |
| 1) Resource support for Systems Operations .....          |  |
| 2) Resource support for Systems Networking .....          |  |
| 3) Resource support for Systems Services .....            |  |
| 4) Resource support for User Applications .....           |  |
| c. Recovery Command Center .....                          |  |
| d. State Agency Recovery Centers .....                    |  |
| e. Pre-disaster Facility Availability .....               |  |
| f. Primary Facilities Not Available .....                 |  |
| 4.5.4 Critical Applications Requirements .....            |  |
| a. Information Provided by the Agency or Department ..... |  |
| b. Information Provided by ICSD .....                     |  |
| 4.5.5 Recovery Site Requirements .....                    |  |
| a. Recovery Site Services Requirements .....              |  |
| b. Common Recovery Facility Requirements .....            |  |
| 1) Floor space .....                                      |  |
| 2) Power and air conditioning .....                       |  |

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**TECHNICAL POINT RESPONSE WORKSHEET**

**RFP Specification**

**Cross Reference Location  
in Offeror's Proposal**

- |   |  |
|---|--|
| 3) Hardware and associated equipment .....                    |  |
| 4) Tape cartridges, consoles, terminals, etc. ....            |  |
| 5) technical support personnel .....                          |  |
| 6) Physical and system security .....                         |  |
| 7) Voice and data communication lines .....                   |  |
| 8) Office supplies and furniture .....                        |  |
| 9) Fire protection .....                                      |  |
| 10) Height, weight, load capacity restrictions .....          |  |
| c. Hotsite Recovery Facility Requirements .....               |  |
| 1) Remote site testing of Hotsite .....                       |  |
| 2) Subscription service staff .....                           |  |
| 3) Facility layout and equipment inventory .....              |  |
| 4) Reasonable protection against natural disasters .....      |  |
| d. Coldsite Recovery Facility Requirements .....              |  |
| 1) Electrical diagrams and schematics .....                   |  |
| 2) Telecommunication conduit support .....                    |  |
| 3) Central Office Loops .....                                 |  |
| 4) Parking locations .....                                    |  |
| e. Alternate Facility Requirements .....                      |  |
| 4.5.6 Restoration Strategies .....                            |  |
| a. Integration With Emergency Procedures .....                |  |
| b. Transfer of Recovery Operations .....                      |  |
| 1) Hotsite to Coldsite in six weeks .....                     |  |
| 2) Coldsite to Restored Center within 180 days .....          |  |
| 3) Coldsite to different designated site after 180 days ..... |  |
| 4.5.7 Annual Testing .....                                    |  |
| a. Controlling test conditions .....                          |  |
| b. Data lines connecting Coldsite to agency centers .....     |  |
| c. Limiting quantity and type of transactions .....           |  |
| d. Validating output of recovery systems .....                |  |
| f. Installing critical applications equipment .....           |  |
| 4.5.8 DRP Procedures .....                                    |  |
| a. Disaster Preparedness .....                                |  |
| 1) Test of equipment .....                                    |  |
| 2) Preparing for annual test .....                            |  |
| 3) Executing annual test .....                                |  |
| 4) Annual review of critical applications .....               |  |
| 5) Update of critical application list .....                  |  |
| 6) Cycling backups .....                                      |  |
| 7) Review/maintenance of DRP .....                            |  |
| 8) Update of procedures, documentation, software .....        |  |
| b. Alert, Notification, and Assessment .....                  |  |
| 1) Initial alert .....  |  |
| 2) Initial notification .....                                 |  |
| 3) Initial assessment .....                                   |  |
| 4) Disaster declaration .....                                 |  |
| 5) Notification of teams .....                                |  |

**RFP No. ICS-FY-98-24**  
**TECHNICAL POINT RESPONSE WORKSHEET**

**RFP Specification**

**Cross Reference Location  
in Offeror's Proposal**

- c. Site Activation and Recovery .....
  - 1) Activation of Recovery Control Center .....
  - 2) Notification to activate Hotsite/Coldsite .....
  - 3) Transportation .....
  - 4) Notification of liaisons .....
  - 5) Notification of vendors .....
  - 6) Retrieval of off-site backups .....
  - 7) Status reporting by teams .....
- d. Administration and Management .....
  - 1) Status reporting by DRPCM .....
  - 2) Monitoring and replacement of supplies .....
  - 3) Tracking task status .....
  - 4) Shift scheduling and time accounting .....
  - 5) Salvage and repair .....
  - 6) Security .....
- 4.6 DELIVERABLE PRODUCTS AND SERVICES .....
- 4.6.1 Standard Methodology .....
- 4.6.2 Description of Deliverables .....
  - a. Master DRP .....
  - b. Executive Summary and Presentations .....
  - c. Definition of requirements .....
    - Design alternatives .....
    - Cost/benefit analyses .....
    - Risk impact analyses .....
    - DRP application system design .....
  - d. SDM/Structured (or approved methodology) documentation .....
  - e. Detailed equipment specifications .....
    - Operating procedures .....
    - DRP software .....
  - f. Assistance and documentation bid developments .....
  - g. Technical review and recommendations .....
  - h. Procedure manuals .....
    - Training manuals .....
    - Operating manuals .....
    - Other documentation .....
  - i. Training services .....
  - j. Final Phase 3 report .....
- 4.7 ACCEPTANCE PROCEDURE .....
- 4.7.1 Criteria for Acceptance Test .....
  - a. Recovery of software and programs .....
  - b. Online connections: Hotsite and Coldsite .....
  - c. Online connections: Coldsite and department recovery centers .....
  - d. Online transaction processing .....
  - e. Batch and online applications processing .....
  - f. Generation and printing of files at Coldsite .....

# RFP No. ICS-FY-98-24

## TECHNICAL POINT RESPONSE WORKSHEET

RFP Specification	Cross Reference Location in Offeror's Proposal
4.7.2 Review of Acceptance Test .....	
4.8 WORK PLAN .....	
4.8.1 Phase 1 Work Plan .....	
a. Coordinate collection of information .....	
b. Submit Final Work Plan .....	
c. Obtain approval for revisions .....	
d. Initial meeting .....	
e. Compile and analyze documentation .....	
f. Input information into DRP software .....	
g. Review and report on critical application list .....	
h. Identify critical application conflicts .....	
i. Develop maintenance procedures .....	
j. Develop test plan .....	
k. Submit test plan for review .....	
l. Select Hotsite .....	
m. Train team members .....	
n. Monitor Acceptance Test .....	
o. Evaluate Acceptance Test .....	
p. Resolve Hotsite problems .....	
q. Modify test plan .....	
r. Assist install of DRP software .....	
s. Customize DRP software .....	
t. Document and submit software modifications for approval .....	
u. Train Project Teams .....	
v. Provide technical training on DRP software .....	
w. Test DRP software and procedures .....	
x. Provide written file export procedures .....	
y. Design file export layout .....	
4.8.2 Phase 2 Work Plan .....	
a. Export Hotsite/Coldsite requirements on diskette .....	
b. Identify Hotsite/Coldsite facility requirements .....	
1) Floor space requirements .....	
2) Power, backups, air conditioning requirements .....	
c. Identify Hotsite/Coldsite operational requirements .....	
1) Hardware and telecommunication equipment .....	
2) Master console, terminals, et al. ....	
3) Personnel requirements .....	
4) Physical and system security requirements .....	
5) Voice and data requirements .....	
6) Office supplies and equipment .....	
d. Provide bid specs for Hotsite/Coldsite services .....	
e. Act as technical resource .....	
f. Monitor process of obtaining Hotsite/Coldsite .....	
4.8.3 Phase 3 Work Plan .....	
a. Monitor Hotsite/Coldsite services contractors .....	
b. Modify DRP manuals and documentation .....	

**RFP No. ICS-FY-98-24**  
**TECHNICAL POINT RESPONSE WORKSHEET**

**RFP Specification**

**Cross Reference Location  
in Offeror's Proposal**

- c. Updates of critical application processing documentation . . . . . \_\_\_\_\_
- d. Modify DRP training manuals . . . . . \_\_\_\_\_
- e. Review vendor's Hotsite/Coldsite training manuals . . . . . \_\_\_\_\_
- f. Monitor execution of first Annual DRP Test . . . . . \_\_\_\_\_
- 4.8.4 Tasks Common to All Phases . . . . . \_\_\_\_\_
  - a. Submit weekly status reports . . . . . \_\_\_\_\_
  - b. Monitor development of written documents . . . . . \_\_\_\_\_
  - c. Review written documents . . . . . \_\_\_\_\_
  - d. Prepare written recommendations . . . . . \_\_\_\_\_
  - e. Respond to concerns . . . . . \_\_\_\_\_
  - f. Submit requests to Project Coordinator . . . . . \_\_\_\_\_
- 4.9 TIME OF PERFORMANCE . . . . . \_\_\_\_\_
- 4.10 PROJECT MANAGEMENT . . . . . \_\_\_\_\_
- 4.11 CONTRACTOR STAFFING . . . . . \_\_\_\_\_
  - 4.11.1 Contractor Employees . . . . . \_\_\_\_\_
  - 4.11.2 Lead Consultant . . . . . \_\_\_\_\_
  - 4.11.3 Subcontractor Staffing . . . . . \_\_\_\_\_
- 4.12 RESPONSIBILITIES . . . . . \_\_\_\_\_
  - 4.12.1 DRP Co-Managers Responsibilities . . . . . \_\_\_\_\_
  - 4.12.2 Project Coordinator Responsibilities . . . . . \_\_\_\_\_
  - 4.12.3 Project Team Responsibilities . . . . . \_\_\_\_\_
  - 4.12.4 Contractor Responsibilities . . . . . \_\_\_\_\_
    - a. Designating a Lead Consultant . . . . . \_\_\_\_\_
    - b. Delivering the products . . . . . \_\_\_\_\_
    - c. Holding project status meetings . . . . . \_\_\_\_\_
    - d. Submitting updates of Gantt charts . . . . . \_\_\_\_\_
    - e. Submitting preliminary draft of documents . . . . . \_\_\_\_\_
    - f. Presenting project phase reports . . . . . \_\_\_\_\_
    - g. Monitoring vendors . . . . . \_\_\_\_\_
    - h. Providing consultant support . . . . . \_\_\_\_\_
    - i. responding to questions . . . . . \_\_\_\_\_
    - j. Preparing evaluation of Acceptance Test . . . . . \_\_\_\_\_
    - k. Providing technical information . . . . . \_\_\_\_\_
  - 4.12.5 State Department and Agency Responsibilities . . . . . \_\_\_\_\_
- 4.13 MAINTENANCE OF OFFICES . . . . . \_\_\_\_\_

**RFP No. ICS-FY-98-24**  
**TECHNICAL POINT RESPONSE WORKSHEET**

<b>RFP Specification</b>	<b>Cross Reference Location in Offeror's Proposal</b>
4.14 DISASTER RECOVERY PLAN SOFTWARE SPECIFICATIONS . . . . .	_____
4.14.1 DRP Software Licensing . . . . .	_____
4.14.2 DRP Software Training . . . . .	_____
a. Purge, merge, import, export files . . . . .	_____
b. Backup and restore DRP software . . . . .	_____
c. Backup and restore DRP data files . . . . .	_____
d. Software modifications of data fields, layouts and reports . . . . .	_____
4.14.3 DRP Software Technical Specifications . . . . .	_____
a. Year 2000 compliant . . . . .	_____
1) Used for 5 years . . . . .	_____
2) Used to recover from disaster . . . . .	_____
b. can process info from mainframe, network, mini, LAN . . . . .	_____
c. Operates on a PC . . . . .	_____
1) IBM compatible . . . . .	_____
2) VGA or SVGA color monitor . . . . .	_____
3) Minimum of 4MB RAM . . . . .	_____
4) Windows 3.1 or greater . . . . .	_____
5) Hard disk space requirements . . . . .	_____
6) 3.5" diskette, 1.44MB . . . . .	_____
d. Relational database . . . . .	_____
1) Recovery team query capabilities . . . . .	_____
2) Inventory file resource and status reporting . . . . .	_____
3) Reporting on critical applications . . . . .	_____
4) Import/Export of files . . . . .	_____
5) Search capabilities . . . . .	_____
6) Replication of non-key information . . . . .	_____
e. Change of position titles . . . . .	_____
f. Other departments' runtime version software . . . . .	_____
g. Logging date of last change . . . . .	_____
h. Date reporting capabilities . . . . .	_____
i. Facilitate and tack recovery process . . . . .	_____
j. Customize screens . . . . .	_____
1) Safety features . . . . .	_____
2) Restore and undo options . . . . .	_____
3) Test version options . . . . .	_____
k. Interfacing with word processing software . . . . .	_____
l. setting printer configuration . . . . .	_____
m. Selective printing capabilities . . . . .	_____
n. Online help . . . . .	_____
o. Exit without update option . . . . .	_____
p. Software integration for critical application JCL changes . . . . .	_____
q. data Security capabilities . . . . .	_____
1) Types of access . . . . .	_____
2) types of resources . . . . .	_____
r. Online glossary of terms . . . . .	_____
s. Add, change, delete contingency scenarios . . . . .	_____
1) Independence . . . . .	_____

# RFP No. ICS-FY-98-24

## TECHNICAL POINT RESPONSE WORKSHEET

RFP Specification	Cross Reference Location in Offeror's Proposal
2) Referencing data in database .....	_____
3) guidelines to address situations .....	_____
t. Copies of manuals .....	_____
1) User guide .....	_____
2) Technical reference guide .....	_____
3) Instructor's training guide .....	_____
4) Student course reference .....	_____
5) Student handouts .....	_____
4.15 WARRANTY REQUIREMENTS .....	_____
4.16 POST IMPLEMENTATION SUPPORT .....	_____

# ***SAMPLE***

May 1, 1998

Mr. R.F.P. Bidder  
Your Corporation  
123 Main Street, Suite 7700  
Honolulu, HI 96899

Dear Mr. Bidder:

SUBJECT: Compliance Review Results Notification  
ICS-FY-98-nn  
The RFP Title

You are hereby notified that the Compliance Review procedure for RFP ICS-FY-98-nn has been completed. The results of the review of your proposal are listed below.

☐

The proposal has successfully completed the Compliance Review and will be submitted for Substantive Review.

☐

The proposal is NOT in compliance with the requirements specified in the RFP. The proposal will NOT be evaluated further and is eliminated from consideration at this time.

If you have any questions on this matter, please call the Contact Person specified in Section 2.5, Purchasing Officer, Issuing Officer, and Contact Person.

Aloha,

Thomas I. Yamashiro, Administrator  
Information and Communication  
Services Division



***SAMPLE***

May 1, 1998

Mr. R.F.P. Bidder  
Your Corporation  
123 Main Street, Suite 7700  
Honolulu, HI 96899

Dear Mr. Bidder:

SUBJECT: Best & Final Offer Request  
ICS-FY-98-nn  
The RFP Title

You are requested to submit your Best and Final Offer as specified in Section 5.5 Best & Final Offer. The deadline for submission is specified in Section 2.4, Significant Dates of the RFP.

If you have any questions on this matter, please call the Contact Person specified in Section 2.5, Purchasing Officer, Issuing Officer, and Contact Person.

Aloha,

Thomas I. Yamashiro, Administrator  
Information and Communication  
Services Division

Enclosures

***SAMPLE***

May 1, 1998

Mr. R.F.P. Bidder  
Your Corporation  
123 Main Street, Suite 7700  
Honolulu, HI 96899

Dear Mr. Bidder:

SUBJECT: Notice to Proceed  
ICS-FY-98-nn  
The RFP Title

Enclosed is a fully executed copy of Agreement No. ICS-FY-98-nn for your file. You are notified to proceed with the work upon receipt of this contract.

If you have any questions on this matter, please call Ms. Karen Higa at (808) 586-1920.

Aloha,

Thomas I. Yamashiro, Administrator  
Information and Communication  
Services Division

Enclosures

# ***SAMPLE***

May 1, 1998

Mr. Issuing Officer, Title  
Your Division Name  
Your Department Name

SUBJECT: Recommendation to Select  
ICS-FY-98-nn  
The RFP Title

The Proposal Review Committee (PRC) for RFP ICS-FY-98-nn has completed the review and evaluation of all proposals submitted. It is recommended that the proposal from the following Offeror be selected:

Mr. R.F.P. Bidder  
Bidder Corporation Name  
123 Main Street, Suite 7700  
Honolulu, HI 96899

The PRC recommends selection based upon the following:

- Recommendation point #1.
- Recommendation point #2.
- Recommendation point #3.
- Recommendation point #4.

A total of nn proposals were submitted. nn proposals were disqualified during the Proposal Compliance Review phase. Attached are the RFP Consolidated Ranking Worksheet for the Priority Listed Offerors, Award Letter, and Non-Award Letters.

Respectfully,

RFP Contact Person Name  
Your Section/Office Name  
Your Division Name

## **APPENDIX B**

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### **SPECIAL PROVISIONS**

The Special Provisions is included in this appendix as a separate document. All subsequent references relate only to this document.

**For this RFP, there are no Special Provisions.**

## **APPENDIX C**

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### **GENERAL CONDITIONS**

The General Conditions is included in this appendix as a separate document. All subsequent page references in this appendix relate only to this document.

## **APPENDIX C**

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The General Conditions is manually inserted into the RFP specifications and are not available on the website version of this RFP at the current time.

The General Conditions is in the process of being prepared for the website and will replace this page at a later date.

## **APPENDIX D**

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### **SAMPLE CONTRACT FORM**

The following sample contract form is included in this appendix as a separate document meant to provide prospective Offerors with an idea of the general provisions that will be incorporated into the contract.

## **APPENDIX D**

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The Sample Contract Form is manually inserted into the RFP specifications and are not available on the website version of this RFP at the current time.

The Sample Contract Form is in the process of being prepared for the website and will replace this page at a later date.



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## APPENDIX E

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### PROPOSAL COMPLIANCE REVIEW

FOR RFP No. ICS-FY-98-24  
JUNE, 1998

NAME OF OFFEROR:

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#### PROPOSAL REVIEW CHECKLIST:

##### Part 1: Proposal Opening Review

- \_\_\_\_\_ 1. The Proposal package or envelope was received by the deadline specified in Section 2.4 SIGNIFICANT DATES.
- \_\_\_\_\_ 2. The package which contains the Proposal is marked "DAGS DISASTER RECOVERY PLAN PROPOSAL, RFP No. ICS-FY-98-24" and includes ICSD's address.
- \_\_\_\_\_ 3. The package or envelope indicates the name, address, telephone number and fax number of the Offeror.
- \_\_\_\_\_ 4. The package or envelope was sealed.

##### Part 2: Proposal Organizational Review

- \_\_\_\_\_ 5. There are ten (10) sets of the Proposal. One is single-sided, unbound, marked "ORIGINAL", and is signed by someone with the authority to commit Offeror. The others are marked as "COPY \_\_\_\_\_ of 9".
- \_\_\_\_\_ 6. The Proposal includes the following section titles:
  - Section I TRANSMITTAL LETTER
  - Section II EXECUTIVE SUMMARY
  - Section III PROJECT APPROACH, WORK PLAN AND SCHEDULE
  - Section IV PROJECT ORGANIZATION AND STAFFING
  - Section V BACKGROUND AND EXPERIENCE
  - Section VI WARRANTIES
  - Section VII PRICE
  - Section VIII CERTIFICATION
  - Attachment A STAFF RÉSUMÉS
  - Attachment B STAFF REFERENCES
  - Attachment C FINANCIALS
  - Attachment D REFERENCES
  - Attachment E TAX CLEARANCE
  - Attachment F SUBCONTRACTOR INFORMATION
  - Attachment G TECHNICAL POINT RESPONSE WORKSHEET
  - Attachment H-Z (as assigned by Offeror)
- \_\_\_\_\_ 7. The accompanying transmittal letter is in the form of a standard business letter on official business letterhead paper and is signed by an individual authorized to legally bind the Offeror.

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## APPENDIX E

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- \_\_\_\_\_ 8. The transmittal letter includes the following information:
- a. A statement indicating that the Offeror is a corporation or other legal entity, or sole proprietor.
  - b. A statement that the Offeror is or will be registered to do business in Hawaii and will have obtained a State General Excise Tax License by the start of work.
  - c. A statement acknowledging that all addenda to this RFP have been received by the Offeror. If no addenda have been received, a statement to that effect is included.
  - d. A statement that the Offeror's prices listed in the Proposal are firm and shall remain so throughout the period during which the contract is issued and the work is performed.
- \_\_\_\_\_ 9. If the use of one or more subcontractors is proposed, a statement from each subcontractor is appended to the Transmittal Letter and signed by an individual authorized to legally bind the subcontractor and stating:
- a. The general scope of work to be performed by the subcontractor.
  - b. Subcontractor's willingness to perform the work indicated.
- \_\_\_\_\_ 10. Attachment A, STAFF RÉSUMÉS, includes a résumé for each person who appears on the organization chart contained in Section IV, PROJECT ORGANIZATION AND STAFFING.
- \_\_\_\_\_ 11. Attachment B, STAFF REFERENCES, includes at least one (1) ICSD A-151, STAFF REFERENCE INFORMATION form for each person for whom a résumé is submitted.
- \_\_\_\_\_ 12. Any and all corrections are initialed in ink by the person signing the proposal for the Offeror. They are legible and recognizable.
- \_\_\_\_\_ 13. Attachment D, REFERENCES, includes at least one (1) ICSD A-152, CONTRACTOR REFERENCED from containing three (3) business references.
- \_\_\_\_\_ 14. Attachment E, TAX CLEARANCE, includes the tax clearance forms with the State and the Federal approval stamps.
- \_\_\_\_\_ 15. Attachment F, SUBCONTRACTOR INFORMATION. If subcontractors are NOT to be used, a statement to that effect is all that appears in this attachment. If subcontractors are used, the following applies: For each subcontractor there is at least one (1) completed form ICSD A-153, SUBCONTRACTOR REFERENCES form listing three (3) references for that subcontractor. In addition to the completed A-153 forms, there is an organization chart for each subcontractor; there are résumés for each person on the organization chart; there is at least one (1) ICSD A-151, STAFF REFERENCE INFORMATION form for each person for whom a résumé is submitted.

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## APPENDIX E

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- \_\_\_\_\_ 16. The State and Federal tax clearance dates are valid as of the solicitation ad date or any date thereafter up to the Proposal Due date specified in Section 2.4, SIGNIFICANT DATES.
- \_\_\_\_\_ 17. Any and all modifications or corrections to the ORIGINAL are made in ink and initialed in ink by the person signing the proposal for the Offeror.
- \_\_\_\_\_ 18. All changes that are made to the ORIGINAL are legible and the initials are recognizable.
- \_\_\_\_\_ 19. All changes that are made to the ORIGINAL also appear in all copies of the proposal.

### Part 3: Reference Checking Review

- \_\_\_\_\_ 20. The Proposal has passed the Proposal Review Committee (PRC) procedure for Staff Checking for personal references and employment verification of people for whom résumés were submitted.
- \_\_\_\_\_ 21. The Proposal has passed the PRC procedure for Business Checking for review of the financial background and verification of client references whose names were submitted.
- \_\_\_\_\_ 22. The Proposal has passed the PRC procedure for Subcontractor Checking for employment verification of people for whose résumés were submitted with this RFP, for verification of subcontractor client references, and for subcontractor financial background.

### Part 4: Preliminary Content Review

- \_\_\_\_\_ 23. Section II, EXECUTIVE SUMMARY, provides an overview of the entire proposal.
- \_\_\_\_\_ 24. Section III, PROJECT APPROACH, WORK PLAN AND SCHEDULE, includes a description of the approach, a work plan and a detailed schedule.
- \_\_\_\_\_ 25. Section IV, PROJECT ORGANIZATION AND STAFFING, includes the following:
  - a. An organization chart showing the chain of authority and responsibility of the Offeror's project personnel.
  - b. Descriptions of projects completed by the Offeror and, for each, includes the client's name, a brief description of the project, the time period of the project and the computer environment used.
- \_\_\_\_\_ 26. Section V, BACKGROUND AND EXPERIENCE, identifies any litigation currently impacting the Offeror. If there is no litigation, a statement to that effect is included.
- \_\_\_\_\_ 27. Section VI, WARRANTIES, contains warranties consistent with the minimums specified in Section 4.14 WARRANTY REQUIREMENTS.

## APPENDIX E

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- \_\_\_\_\_ 28. Section VII, PRICE, contains a detailed breakdown of the total price as specified in Section 5.3.7, Price.
- \_\_\_\_\_ 29. Section VIII, CERTIFICATION, contains the following statements:
- a. The prices and cost data were arrived at independently, without consultation, communication, or agreement with any other Offeror or competitor.
  - b. Unless otherwise required by law, the prices and cost data which were submitted have not been knowingly disclosed by the Offeror, directly or indirectly, to any other Offeror or competitor prior to the award of the contract.
  - c. No attempt was made or will be made by the Offeror to induce any other person or firm to submit or not to submit a price for the purpose of restricting competition.
  - d. The proposal shall remain in effect for six (6) months following the date that Proposals are due.

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## APPENDIX F

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### LETTER OF NON-DISCLOSURE

Date: \_\_\_\_\_

Department of Accounting and General Services  
Information and Communication Services Division  
1151 Punchbowl Street  
Honolulu, HI 96813

Dear Sirs:

The undersigned agrees that SDM/Structured (hereinafter PRODUCT) is a proprietary product owned by AGS Management Systems, Inc. and has no right to the PRODUCT except to use it in connection with system development, maintenance, or enhancement work and preparation of bid/proposal for such a project. All reasonable precautions to ensure the full confidentiality of this PRODUCT and any modification thereto or derivatives therefrom will be taken.

The undersigned further agrees to the following:

1. The PRODUCT shall not be copied or duplicated nor disclosed to any one except the employees of the STATE OF HAWAII in connection with their work for the specified project.
2. The PRODUCT or any derivatives shall not be used to compete against AGS Management Systems, Inc. nor for any other purposes except in relation to the work for the specified project.
3. The undersigned shall have no right to any modifications to or derivatives from the PRODUCT which are produced under the project.
4. All PRODUCT documents and materials shall be returned and no copies retained. All PRODUCT documents or materials shall be delivered to the State no later than the completion date of the project or earlier termination of the date bid/proposal submissions are due, as the case may be.
5. All notes, memoranda, or work papers which are prepared for work under the project and which discuss or relate to the PRODUCT shall be delivered to the State. The delivery shall occur no later than the completion date of the project or earlier termination or the date bid/proposal submissions are due, as the case may be.

AGREED TO BY:

Company Name \_\_\_\_\_

Authorized Signature \_\_\_\_\_

Print Name \_\_\_\_\_

Title \_\_\_\_\_

Date \_\_\_\_\_

## APPENDIX G

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### ADDENDUM LOG

The following Addenda have been issued:

<u>Addendum-id</u>	<u>Addendum Title</u>	<u>Issue Date</u>
--------------------	-----------------------	-------------------

No Addenda issued.

**End-of-log-entries.**

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## APPENDIX H

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### GLOSSARY

This Glossary is organized into two parts, each of which is in alphabetical sequence:

#### ACRONYMS AND ABBREVIATIONS

<b>BREGS</b>	Business Registration System
<b>CNIT</b>	Comprehensive Net Income Tax System
<b>DAGS</b>	Department of Accounting and General Services
<b>DOTAX</b>	Department of Taxation
<b>DRP</b>	Disaster Recovery Plan, or the Plan
<b>DRPCM</b>	Disaster Recovery Plan Co-Managers
<b>FAMIS</b>	Financial Accounting and Management Information System
<b>H.A.R.</b>	Hawaii Administrative Rules
<b>HRS</b>	Hawaii Revised Statutes
<b>HST</b>	Hawaiian Standard Time
<b>ICSD</b>	Information and Communication Services Division, DAGS
<b>IFB</b>	Invitation for Bid
<b>PC</b>	Personal Computer
<b>PRC</b>	Proposal Review Committee
<b>PVL</b>	Professional and Vocational Licensing system
<b>RCC</b>	Recovery Command Center
<b>RFP</b>	Request for Proposals
<b>SARC</b>	State Agency Recovery Center
<b>SOB</b>	Systems Operations Branch of ICSD, DAGS
<b>SSB</b>	Systems Services Branch of ICSD, DAGS
<b>UPS</b>	Uninterrupted Power Supply

#### TERMS AND DEFINITIONS

##### **Acceptance Test**

The first execution of the detailed test plan designed to verify that the  
DRP actually works.

##### **Best and Final Offer**

The last opportunity for a Priority Listed Offeror to modify the Proposal  
with respect to price, terms, technical requirements, and additional  
enhancements over and above requirements.

##### **Central Computing Site, or Central Site**

The computer facility located in the State's Kalanimoku Building.

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## APPENDIX H

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### **Coldsite**

The recovery facility that is an empty computer facility which is designed to readily install computers and telecommunications equipment. It also has the communications terminator equipment for connectivity to the Hotsite. It is equipped with electrical power, air conditioning, raised floors, security, and any other requirements necessary to support the processing of critical applications.

### **critical application, or critical application system**

A computer application system which has all of the following characteristics. It is identified as belonging to one of the categories designated as a type of critical system. It has been identified by the owning department as providing critical governmental services to the public. It is in production mode and processed at the State's Central Computing Site.

### **the Department**

The Department of Accounting and General Services.

### **Disaster**

Any event which causes the computers at the State's Central Computing Site located in the Kalanimoku Building to be unusable for processing critical applications for a period of 72 hours or more.

### **Disaster Recovery Coordinator**

The ICSD employee who will be responsible for the ongoing maintenance of the DRP after it has been accepted by the Department and after the subscription of Hotsite and Coldsite services has been made.

### **DP Coordinator, or Data Processing Coordinator**

The departmental or agency employee that a department or agency designates to be the person through whom all technical and data processing communication with ICSD is performed.

### **DRP Coordinator**

The departmental or agency employee who will be responsible for the ongoing maintenance of his or her department's or agency's Disaster Recovery Plan during its development and after it has been put into production by the department or agency.

### **DRP Project Coordinator**

The ICSD employee who is selected to oversee the day-to-day work on the Disaster Recovery Plan project. This person will be the project leader for the DRP Project Team.

### **Hotsite**

The recovery facility that has computer and associated equipment installed and configured. The configuration is compatible with the current Central Site's computer and any associated equipment required for critical applications processing.



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## APPENDIX H

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### **Issuing Officer**

The individual within the Department who is responsible for preparing, advertising, and issuing specifications for an IFB or RFP; and who is responsible for making the recommendation to proceed with the procurement process.

### **Offeror**

An individual Contractor or Contractor Firm who submits a bid or proposal in response to an IFB or RFP.

### **the Plan**

The Disaster Recovery Plan, or DRP.

### **Procurement Officer**

The Comptroller of DAGS, or the individual within the Department who is delegated by the Comptroller. The Procurement Officer is responsible for making all procurement decisions relating to the IFB or RFP.

### **Proposal Review Committee, or PRC**

The person or group of individuals selected or appointed by the Issuing Officer who will perform the review and evaluation of proposals, and make recommendations to the Issuing Officer regarding the selection of a proposal.

### **Restored Center**

The facility to which all recovery operations and services are transferred in order to resume full production processing after the recovery from a disaster has been effected.

### **SDM/Structured**

The State's Executive Branch standard methodology used in developing computer applications systems.

### **State Agency Recovery Center, or SARC**

The facility that each department or agency has set up to cope with a disaster affecting the State's Central Computing Site. A SARC is the primary communications contact point between the department or agency and the RCC. It is also the telecommunications hub which will connect the department or agency to the Coldsite recovery facility.

### **State, or the State**

The State of Hawaii.

### **Technical Point Response**

The cross reference listing which is generated by the Offeror on form ICSD A-154, TECHNICAL POINT RESPONSE WORKSHEET. It is submitted with the Proposal as an Attachment. It details the page location(s) in the

## **APPENDIX H**

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Proposal which address the RFP or IFB specification or requirement. It is a point by point cross reference. If the specification is NOT addressed in the Proposal but is covered elsewhere in the submission, the name of the reference manual or document is listed along with the associated page number(s).

## **APPENDIX I**

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### **ICSD ORGANIZATIONAL CHART**

The following DAGS ICSD Organizational chart included in this Appendix is meant for informational purposes only. It is an unofficial chart which is in the process of being formalized for approval.

## **APPENDIX I**

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The ICSD Organizational Chart is manually inserted into the RFP specifications and are not available on the website version of this RFP at the current time.

The ICSD Organizational Chart is in the process of being prepared for the website and will replace this page at a later date.

## **APPENDIX J**

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### **COMPUTER SOFTWARE AND DEVICE LIST**

The Computer Software and Device List is included in this appendix as a separate document titled, "Central Site Software and Hardware". All subsequent page references in this appendix relate only to this document.

# COMPUTER SOFTWARE AND DEVICE LIST

## Devices

MANUFACTURER	DEVICE TYPE	QTY	DESCRIPTION
AIR/FLOW	AIRHNDLR	2	STAND ALONE CHILLER KEIKI/HAWI
BEST,INC	UPS	1	UPS FOR SOLID STATE DISK
BURROUGHS	B9498	1	TAPE UNIT (DP)
BURROUGHS	S4000	1	DOCUMENT PROCESSOR
CARRIER	CARRIER	2	CARRIER LIQUID CHILLER
HEWLETT/PACKARD	867S	1	FILE SERVER
HEWLETT/PACKARD	700/92	2	TERMINAL SERVER SYS/CONSOLE
HEWLETT/PACKARD	7980S	1	9-TRACK TAPE DRIVE
HEWLETT/PACKARD	C2984A	1	4M DAT TAPE
HEWLETT/PACKARD	B2950A	1	CDROM DRIVE
IBM	3088-001	1	MULTI-SYS CHNL COMM. CONTROLLER
IBM	ES9121	1	CENTRAL PROCESSING UNIT - HAWI/KEIKI
IBM	ES9000	1	PROCESSOR CONTROLLER - HAWI
IBM	3151		SYSTEM CONSOLES (HOST F & G)
IBM	3174-01L	3	CONTROL UNIT
IBM	3174	2	CONTROL UNIT (KEIKI)
IBM	3179-100	22	CRT DISPLAY UNITS (COLOR)
IBM	3180-110	4	CRT DISPLAY UNITS
IBM	3191		CRT DISPLAY UNITS

# COMPUTER SOFTWARE AND DEVICE LIST

## Devices

MANUFACTURER	DEVICE TYPE	QTY	DESCRIPTION
IBM	3192-CF0	2	CRT DISPLAY UNITS
IBM	3192-GF0	2	CRT DISPLAY UNITS
IBM	3274-D41	4	CONTROL UNIT
IBM	3274-A41	3	CONTROL UNIT
IBM	3287-002	2	HARDCOPY PRINTER HOST A
IBM	3290		INFORMATION PANELS
IBM	3299-001	4	TERMINAL MULTIPLEXER
IBM	3299-002	3	TERMINAL MULTIPLEXER
IBM	3380	32	(D) DISK DRIVE (HAWI/KEIKI)
IBM	3380-AE4	2	(E) DISK DRIVE (HOSTS A, B, & E)
IBM	3380-BE4	6	(E) DISK DRIVE (HOSTS A, B, & E)
IBM	3390-A28	6	(2) DISK DRIVE (HOSTS A,B,E,F,&G)
IBM	3390-B2C	12	(2) DISK DRIVE (HOSTS A,B,E,F,&G)
IBM	3420-008	8	TAPE UNIT (HOST B)
IBM	3472		CRT DISPLAY UNIT (HAWI)
IBM	3490	12	CARTRIDGE TAPE UNIT (KEIKI)
IBM	3482		INFO WINDOWS (KEIKI TERM)
IBM	3745-210	1	COMMUNICATION CONTROLLER (HOST A)
IBM	3745		COMMUNICATION CONTROLLER (HAWI)

# COMPUTER SOFTWARE AND DEVICE LIST

## Devices

MANUFACTURER	DEVICE TYPE	QTY	DESCRIPTION
IBM	3746		COMMUNICATION CONTROLLER (KEIKI)
IBM	3725-001	2	COMMUNICATION CONTROLLER (HOST A)
IBM	3726-001	1	COMMUNICATION CONTROLLER (HOST A)
IBM	3727-700	2	CRT 3725 COMMUNICATION MONITOR
IBM	3746-A11	1	COMMUNICATION CONTROLLER (HOST A)
IBM	3746-L13	1	COMMUNICATION CONTROLLER
IBM	3803-002	2	TAPE DRIVE CONTROL UNIT
IBM	3814-A04	1	SWITCHING UNIT
IBM	3990-03	5	SUBSYSTEM STORAGE CONTROLLER
IBM	4224		HARDCOPY PRINTER (HAWI)
IBM	4245-012	1	PRINTER 3
IBM	5853-001	2	1200/2400 BPS MODEM
IBM	4248	1	PRINTER (HAWI)
IBM	9391		RAMAC - RACK (HAWI)
IBM	9391		RAMAC - RACK (KEIKI)
IBM	9392-B23	6	RAMAC - DRAWERS (HAWI)
IBM	9392-B13	10	RAMAC - DRAWERS (HAWI)
IBM	9672-R53	1	CENTRAL PROCESSING UNIT - HOST A
IBM	HMC	1	HARDWARE MANAGEMENT CONSOLE



# COMPUTER SOFTWARE AND DEVICE LIST

## Devices

MANUFACTURER	DEVICE TYPE	QTY	DESCRIPTION
IDEA/COURIER	572	9	DISPLAY TERMINAL HOST A
LIEBERT	LIEBERT	1	DATAWAVE POWER SUPPLY UNIT
LIEBERT	LIEBERT	1	POWER SUPPLY (A/C)
STORAGETEK	4280	1	CARTRIDGE TAPE DRIVE (VS1)
STORAGETEK	4080	1	SOLID STATE DISK
STORAGETEK	4410	2	LIB. STORAGE MODULE (LSM)
STORAGETEK	4411	2	LIB. CONTROL UNIT (LCU)
STORAGETEK	4430	6	LIB. MANAGEMENT UNIT (LMU)
STORAGETEK	4480	28	INTERNAL CARTRIDGE DRIVE
STORAGETEK	5000E	2	PRINTER
TRANE	TRANE	1	CENTRAVAC LIQUID CHILLER
WANG	PM004B	6	MONOCHROME MONITORS
WANG	PM004L	6	MONOCHROME MONITORS
WANG	VS7380A	4	CENTRAL PROCESSING UNIT
WANG	2219V3	4	TAPE UNIT VS1/VS2/VS3/VS4
WANG	2249V-2	1	SCSI Tape Cartridge Unit
WANG	2265V2	3	DISK DRIVE VS1/VS3/VS4
WANG	2268V4R	30	DISK DRIVE VS1/VS2/VS3/VS4
WANG	2267V1	1	DISK DRIVE VS2

# COMPUTER SOFTWARE AND DEVICE LIST

## Devices

MANUFACTURER	DEVICE TYPE	QTY	DESCRIPTION
WANG	2268V3R		DISK DRIVE VS3
WANG	2268V4	5	DISK DRIVE VS1/VS4
WANG	2268V6D	14	DISK DRIVE VS1
WANG	2270V7		DISKETTE VS4
WANG	2278		JUKEBOX (WIIS)
WANG	4230-VS	8	MONOCHROME MONITOR
WANG	4230A-VS	1	MONOCHROME MONITOR
WANG	5574-1	2	BAND PRINTER VS1
WANG	6554-4	9	DATA COMMUNICATIONS PROCESSOR
WANG	FFM64000	27	FIXED FREQ. MODEM, 64KBPS
WANG	FFM9600	58	FIXED FREQ. MODEM, 9.6BPS
WANG	LCS15	1	LASER PRINTER VS1 OFFICE
WANG	LPS8	1	LASER PRINTER VS1 OFFICE
WANG	NETMUX-19	6	19 CHAN. 8-PT MULTIPLEXOR
WANG	NETMUX-28	1	29 CHAN. 8-PT MULTIPLEXOR
WANG	WIIS	1	IMAGE TRANSFER CONTROLLER
WANG	WACS-16	1	16 PORT CLUSTER:vs CPU'S
WANG	WANGNET	1	WANGNET
XEROX	4635	2	LASER PRINTER

# COMPUTER SOFTWARE AND DEVICE LIST

## Devices

	DEVICE	QTY	
MANUFACTURER	TYPE		DESCRIPTION

# COMPUTER SOFTWARE AND DEVICE LIST

## IBM Software

Description
OS/390 1.3 EREP
OS/390 1.3 TIOC
CICS/ESA 4.1.0
DB2 ENU 4.1.0
OS/390 1.3 FFST
DISPLAY/WRITE/370 MVS/CICS 2.2.0
ACF/NCP 5.4.0
OS/390 1.3 SECURITY SERVER - RACF
OS/390 1.3 SECURITY SERVER - DCE
COBOL LB CMP DBG ENU 1.4.0
ACF/NCP Tier 4 5.4.0
OS/390 1.3 TCP/IP IMS
NETVIEW CS 2.4.0
OS/390 1.3 ICKDSF
OS/390 1.3 BCP
OS/390 1.3 BDT
OS/390 1.3 HCD
DISTRIBUTED OFFICE SUPPORT SYSTEM/370 (DISOSS) 3.4.0
OS/390 1.3 MVS/DFSMS NFS
OS/390 1.3 EZ MVS

# COMPUTER SOFTWARE AND DEVICE LIST

## IBM Software

Description
OS/390 1.3 EREP
OS/390 1.3 PC File Transfer Program
OS/390 1.3 GDDM
OS/390 1.3 GDDM-PGF
OS/390 1.3 ISPF
OS/390 1.3 IOCP
OS/390 1.3 JES2
OS/390 1.3 OpenEdition DCE Base Services
OS/390 1.3 SMP/E
OS/390 1.3 HLASM
OS/390 1.3 LANRES
OS/390 1.3 LANGUAGE ENVIRONMENT
OS/390 1.3 OpenEdition Application Services
OS/390 1.3 LAN Server
OS/390 1.3 RMF
ACF/SSP 4.5.0
QMF 3.2.0
OS/390 1.3 TCP/IP BASE
OS/390 1.3 TSO/E
OS/390 1.3 VTAM FOR MVS/ESA

# COMPUTER SOFTWARE AND DEVICE LIST

## IBM Software

Description
OS/390 1.3 EREP
OS/390 1.3 VisualLift RTE
OS/390 1.3 OSA/SF
OS/390 1.3 OpenEdition DCE DFS
OS/390 1.3 SOMOBJECTS RUNTIME LIBRARY
OS/390 1.3 SOMobjects service classes
OS/390 1.3 BookManager Read
OS/390 1.3 Softcopy Print Solution
OS/390 1.3 SDSF
OV/MVS HOST DW 1.3.0
OV/MVS ENU 1.3.0
OS/390 1.3 Systemview for MVS Base
OS/390 1.3 TCP/IP CICS
OS/390 1.3 TCP/IP NPF
OS/390 1.3 TCP/IP OE APPLICATION
OS/390 1.3 ICSS
OS/390 1.3 DFSMSdfp
COBOL ALT 1.2.0
OS/390 1.3 MICR/OCR

# COMPUTER SOFTWARE AND DEVICE LIST

## IBM Software

Description
OS/390 1.3 EREP
OS/390 1.3 ESCON Director Support

# COMPUTER SOFTWARE AND DEVICE LIST

## 3rd Party Software

Vendor's Name	Description
Active Software	MS I&R-Key
August Enterprises	HSC/MVS
B I Moyle Associates	BIM-VSUM
Barratt Edwards Intl Corp	MONARCH
BMC Software	3270 SUPEROPTIMIZER/CICS
Candle Corporation	OMEGAMON/DEXAN
Chicago-Soft	MVS/Quick-Ref
Computer Associates	CMA-SPOOL MVS
Computer Associates	EASYPROCLIB MVS
Computer Associates	PLEU
Computer Associates	APAS/INSIGHT
Computer Associates	SpaceMan
Computer Associates	INTERTEST W/XA-ESA
Computer Associates	CA-DATAMACS II MVS
Computer Associates	CA-FASTDASD MVS
Computer Associates	TELEVIEW Unltd (2)/XA Distr Opt (2)
Computer Associates	LOOK (RTM & TRACKS) MVS
Computer Associates	MICS Base Set & CICS Analyzer
Computer Associates	TSO/MON w/Online Facility MVS
Computer Associates	VERIFY MVS
Computer Associates	PANVALET MVS
Computer Associates	UNICENTER MVS
Design Strategy Corporation	DASD Inventory
Diversified Software Sys	JOB/SCAN (3090-200E)
ESRI	ARC/INFO
Group 1 Software	CODE 1



# COMPUTER SOFTWARE AND DEVICE LIST

## 3rd Party Software

Vendor's Name	Description
Innovation Data Processing	FDR
Innovation Data Processing	FATS/FATAR
Innovation Data Processing	CPK
LandMark	Monitor
Lange Group	SPEED II, VS2 and VS3
Lange Group	SPEED II, VS1
LBM Systems Corporation	Word4Word
Lotus Development Corp.	Soft-Switch
MacKinney Systems	CICS/AUTOINSTALL
MacKinney Systems	LISTCAT and KWIK-KEY
Marble Computer	OS DCD III 1.5
Minitech VS Holding Co.	CPMS & Office Manager
Oracle	Server&Plus
Pace Applied Technology	KOMAND DIRECT
Protellicess Software	MicroMan II
SAS Institute	PC SAS modules
SAS Institute	Base SAS
Software AG of North Amer	ADABAS & NATURAL
Software Business Applicatns	VSPC 928/928I/PLUS/928M
Software Engineering of Amer	PDSFAST
SPSS, Inc.	SPSS IBM MVS
Sterling Software	Supertracs for MVS SNA
Sterling Software	Key:Assemble (upgrd frm Objectview)
Sterling Software	KEY for Enterprise (was Knowledgeware)
Sterling Software	VISION: Results (MVS)
Unicom	AUTOMON

# COMPUTER SOFTWARE AND DEVICE LIST

## 3rd Party Software

Vendor's Name	Description
Unisys Corporation	Doc Proc Sys, FY97
Unisys Corporation	Data Entry, FY97
Unisys Corporation	Data Entry
Xerox Corporation	HFDL

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## APPENDIX K

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### TENTATIVE CRITICAL PRODUCTION APPLICATION SYSTEMS

Following is a list of production application systems which have been determined to be considered critical applications.

<u>Department Name</u>	<u>Application System</u>
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#### Accounting and General Services

Financial Accounting and Management Information System (FAMIS)  
Payroll System  
Central Warrant Writer System  
Warrant Reconciliation System  
Financial Management System (FMS)  
Bond Fund System

#### Agriculture

FAMIS Interface - DAGS

#### Attorney

Offender-Based Transaction Statistics and Criminal History

#### Budget and Finance

Stop Pay Warrants  
Employee Retirement System Print Pension Checks/Refund Checks  
Comprehensive Employee Retirement System  
Hawaii Public Employee Health Fund (HPEHF) Enrollment System  
HPEHF Premium Payment System  
HPEHF Medicare Reimbursement System  
HPEHF Online Inquiry System

#### Commerce and Consumer Affairs

Applicant Licensing Integrated  
Professional and Vocational Licensing  
Business Registration System

#### Education

Financial Management System  
Storeroom Inventory  
Casual Payroll

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## APPENDIX K

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Certificated Payroll  
Utilities  
School Lunch

### **Hawaiian Home Lands**

Tenant Accounting  
Subsidy Accounting

### **Human Services**

Hawaii Automated Welfare Information System  
Child Protective Services System  
Social Services Information System / Adult Abuse & Neglect Registry  
Oklahoma / Public Welfare

### **Labor and Industrial Relations**

Interstate Benefits Internet System  
Unemployment Insurance Tax System  
Unemployment Insurance Benefit System  
Unemployment Insurance Quarterly Wage Reporting System  
Unemployment Insurance Employment and Training Tax System  
Federal Parent Locator System  
Child Support Enforcement Intercept System  
Disability Compensation Information System

### **Land and Natural Resources**

Land Court Automated Title System  
Registration Index System

### **Taxation**

Comprehensive Net Income Tax System  
General Excise Tax/ Employer's Withholding / Transient Accommodations Tax